National Aeronautics and
Space Administration
NASA Shared Services Center (NSSC)
Stennis Space Center, MS 39529

January 25, 2010

TO: All Potential Offerors

FROM: XD040/Procurement Officer

SUBJECT: Request for Proposal NNX10272008R for the "Agency Consolidated End-user Services (ACES)" Contract

The NASA Shared Services Center (NSSC) is pleased to release the subject Request for Proposal (RFP) for the "Agency Consolidated End-user Services (ACES)" effort.

Attachment 1 to this correspondence contains a Master Changes Log listing the changes from the Draft Request for Proposal (DRFP) to the Final RFP. The changes are a result of comments and questions received from industry and continuing internal reviews performed by NASA. The changes identified in Attachment 1 represent all significant changes, but are not intended to be all-inclusive. The Final RFP supersedes the Draft RFP, as well as answers posted on the I^3P website. Offerors are cautioned to carefully review this Final RFP in its entirety. Grammatical, typographical errors and other non-substantive changes have been corrected throughout the Final RFP as identified.

The due date for receipt of questions from industry is 2:00 PM Central Time on February 18, 2010.

A "Blackout" letter for this procurement was distributed to Agency personnel on December 4, 2009. Any questions on the Final RFP must be submitted in writing to the Contracting Officer, Tracy H. Hall, via e-mail at tracy.h.hall@nasa.gov. Thank you for your interest in this Agency-wide acquisition and continued effort in your proposal preparation activities.

Michael L. Sweigart
Procurement Officer

Enclosure: Attachment 1

Location	Changed from:	Changed to:
Global Changes		
RFP name	"RFP # NNX09272008J"	"RFP No. NNX10272008R"
Period of Performance	Base Period (July 1 2010-June 30, 2014) Option Period 1 (July 1, 2014-June 30, 2017) Option Period 2 (July 1, 2017-June 30, 2020) RFP Release Date	Base Period (July 1, 2011-June 30, 2015) Option Period 1 (July 1, 2015-June 30, 2018) Option Period 2 (July 1, 2018-June 30, 2021) RFP Release Date: Jan 25, 2010
Name of Seats	Computer Seats	Computing Seats
Name of Seats	Cell Phones	Cell Phone Seats
Name of Seats	Smart Phones	Smartphone Seats
Name of Platform	Windows	Microsoft
Name of Platform	MAC	Apple
Attachment numbers	Attachment No. #	Attachment I-#
Name of Small Business Pool	Small Business Utilization Pool (SBP)	Small Business Utilization Pool (SBUP)
Name of Technical Monitor	Local Technical Monitor (TM)	Center Technical Monitor (CTM)
IT Infrastructure Integration Program Title	I3P	I^3P
Name of selectable options	Service Levels	Service Options
Name of Deliverable Document	Data Requirements Document (DRD)	Data Procurement Document (DPD)
Name of DRD	DRD IT-007 Completed Hardware Configuration Templates	DRD IT-07 Vendor Product Performance Specifications
Acronym	Associate Contractor Agreements	ACAs
Word change	should	shall
Title of PWS Addendum 1	Cross Functional Requirements	Cross Functional Performance Work Statement (CF PWS)
Capitalization of Terms	standard load	Standard Load
Capitalization of Terms	non-standard load	non-Standard Load
Capitalization of Terms	Return to Service; return to service	Return To Service
Name of selectable options	Service level option	Service Option

PWS Addendum references within the PWS	PWS Addendum X	Addendum X
ACES contract	ACES contract	Contract
ACES contract	this contract	the Contract
ACES Contractor	ACES Contractor	Contractor
NASA Centers and facilities	Centers and Facilities; Centers/Facilities; NASA Centers and Facilities; NASA Centers/Facilities	Centers
NASA Center and facility	Center and Facility; Center/Facility; NASA Center; NASA Center/Facility	Center
Acronym for Government ACES Project Manager	ACES PM	GAPM
Lettered bullet lists	Lettered bullet lists in a single section have non-unique letter assignments.	Lettered bullet lists in a single section have unique letter assignments.
Format of time- or percentage-based numbers	E.g.: 5 business days 10 calendar days 10 percent	E.g.: five (5) business days ten (10) calendar days ten (10) percent
Capitalization	incident	Incident
Capitalization	problem	Problem
NASA Cover Sheet & SF 1449		
NASA Cover Sheet & SF 1449		Deleted text underneath the solicitation number
Table of Contents		
Table of Content pages		All Table of Content pages have been updated in the RFP
Section I – Model Contract		
Section I,1.1, *52.212-4 Contract Terms and Conditions-Commercial Items*	52.212-4 Contract Terms and Conditions-Commercial Items (OCT 2008)	52.212-4 Contract Terms and Conditions-Commercial Items (MAR 2009)
Section I, 1.2, *52.212-5 Contract Terms and Conditions Required to Implement Statues or Executive Orders-Commercial Items*	52.212-5 Contract Terms and Conditions Required to Implement Statues or Executive Orders-Commercial Items (DEC 2008)	52.212-5 Contract Terms and Conditions Required to Implement Statues or Executive Orders-Commercial Items (DEC 2009)
Section I, 1.2(b)(4), *52.212-5 Contract Terms and Conditions Required to Implement Statues or Executive Orders-Commercial Items*	Checked	Unchecked

Section I, 1.2(b)(30), *52.212-5 Contract Terms and Conditions Required to Implement Statues or Executive Orders-Commercial Items*	Section I – Model Contract, 1.2(b)(29) – Buy American Act-Supplies (52.225-1) is checked	Section I – Model Contract, 1.2(b)(29) – Buy American Act-Supplies (52.225-1) is not checked
Section I, 2.3, *1852.216-78 Firm Fixed Price*	The first sentence reads: "The total firm fixed price of this contract is $ to be completed by Offeror."	Table updates include PWS Seat additions, which are reflected in the Price Model. The first two sentences now read: "The fixed unit prices for services, products and labor hours are as specified in Attachment I-9. On a monthly basis, the Contracting Officer will modify this clause to reflect all orders made through ESRS in the preceding 30 days. For accounting purposes and entry into NASA's Integrated Enterprise Management system, the firm fixed price of this contract is further broken down by Procurement Line Item (PLI) as identified below:"
Section I, 2.3,	Contract line item numbers (CLIN)	Procurement Line Item (PLI)
Section I, 2.5, *ACES Seats Volume Discount*		Added Section I, 2.5 in its entirety
Section I, 2.6, *Prices for Catalog Items*	Section I, 2.5	Section I, 2.6
Section I, 2.7, 52.216-3 *Economic Price Adjustment-Semi Standard Supplies*	Section I, 2.6	Section I, 2.7; Updated the language
Section I, 2.8, *1852.232-77 Limitation of Funds (Fixed-Price Contract)*	Section I, 2.7	Section I, 2.8
Section I, 2.9, *Retainage Pools and Performance Metrics*	Section I, 2.8	Section I, 2.9
Section I, 2.9, *Retainage Pools and Performance Metrics (a)*	the Government will establish a series of retainage pools consulting 15 percent of the Contractor's total monthly invoice.	the Government will establish a series of retainage pools consulting 12 percent of the Contractor's total monthly invoice.
Section I, 2.9, *Retainage Pools and Performance*	This amount will be withheld by the Government from each invoice.	This amount will be processed in accordance with Attachment

Metrics *(a)*		I-3, *Retainage Pools and Performance Metrics*, and Section I-3, *Retainage Pool Retention Process.*
Section I, 2.9, *Retainage Pools and Performance Metrics (b)*	Metric Retainage Pool (MRP), Invoice Percentage Withheld 5%	Metric Retainage Pool (MRP), Invoice Percentage Withheld 8%
Section I, 2.9, *Retainage Pools and Performance Metrics (b)*	Performance Retainage Pool (PRP), Invoice Percentage Withheld 9%	Performance Retainage Pool (PRP), Invoice Percentage Withheld 3%
Section I, 2.9, *Retainage Pools and Performance Metrics (b), Determination Official for MRP and SBUP:*	ACES Project Manager or Designee	Agency CIO or designee
Section I, 2.9, *Retainage Pools and Performance Metrics (b), Determination Official for PRP:*	ACES Project Manager	Agency CIO or designee
Section I, 2.8, *Retainage Pools and Performance Metrics (c)*	PRP and SBP earned with be completed	PRP and SBUP earned will be completed
Section I, 2.9, *Retainage Pools and Performance Metrics* (d)	Table-Title, Performance Retainage Pool	Title, Metrics Retainage Pool
Section I, 2.9, *Retainage Pools and Performance Metrics (d)*	Table, MRP Max Amount, 5%	Table, MRP Max Amount 8%
Section I, 2.9, *Retainage Pools and Performance Metrics (d)*	Table, PRP Max Amount, 9%	Table, PRP Max Amount 3%
Section I, 2.10, *Supplemental Contractor Invoicing Instructions*	Section I, 2.9	Section I, 2.10
Section I, 2.10, *Supplemental Contractor Invoicing Instructions, 1)*		Deleted the word "all" in the first sentence, Added last sentence: Costs should include the following applicable taxes: property, sales, commercial activity, rental and/or gross receipts.
Section I, 2.10, *Supplemental Contractor Invoicing Instructions, 3)*		Added: 3) The Contractor shall provide the Agency summary and individual worksheets for each Center to the ACES Project Office. Individual worksheets for each Center shall also be submitted to the locally identified Center POC.

Section I, 2.10, *Supplemental Contractor Invoicing Instruction, 6)*		Added: 6) Invoices shall be submitted on the 15th day of each month for the previous thirty (30) days of services performed.
Section I, 2.11, *Liability for Loss, Theft, Damage or Destruction*	Section I, 2.10	Section I, 2.11
Section I, 2.11, *Liability for Loss, Theft, Damage or Destruction (c)*	Depreciation; lessor; 0.80% of the yearly contract value	straight-line depreciation; lesser; 0.80% of all Agency orders procured during the previous year, as reflected through the Contracting Officer's updates to clause 1852.216-78, *Firm Fixed Price*
Section I, 2.12, *Credit for Outages*	Section I, 2.11	Section I, 2.12
Section I, 2.12, *Credit for Outages*	If the return to service period is exceeded the credit starts to take place immediately. Credit provisions do not apply to outages that are beyond the control of the Contractor. The Government shall use this clause in lieu of requiring reperformance of services as provided for in paragraph (a) of 52.212-4, Contract Terms and Conditions Commercial Items.	If the return to service period is exceeded the credit starts to take place with the next business day after the return to service has been missed. A credit equaled to one-thirtieth of the monthly seat invoice will be applied for each day that the seat is down. Credit provisions do not apply to outages that are beyond the control of the Contractor. The Government shall use this clause in lieu of requiring re-performance of services as provided for in paragraph (a) of 52.212-4, Contract Terms and Conditions - Commercial Items. Added the following: "(Reference Section I, 1.1, 52.212-4(f), Excusable Delay, which gives a definition of "beyond control".)"
Section I, 3.1, *Placing Orders For Seats, Catalog Items, and Infrastructure Upgrades (General)*		Added to title: For
Section I, 3.1, *Placing Orders For Seats, Catalog Items, and Infrastructure Upgrades*	With the exception of Base Services, the Government…	The Government…

(General), (a)		
Section I, 3.3, *Infrastructure Upgrade Ordering Process, (b)*		Deleted: the Contractor with
Section I, 3.3, *Infrastructure Upgrade Ordering Process, (c)*		Added: ten (10) calendar days (or as specified by the Contracting Officer in the request)
Sect I, 3.5 (a) The process to start a Technology Infusion or Transformation		5th bullet: deleted outside the responsibility of the Contractor and added as well as mitigation strategies to address the impacts
Section I, 3.6, NEDC GFE Services		Removed NEDC Language
Section I, 4.1, *Period of Performance*	year	period
Section I, 4.5, *Asset Transition From ACES Contract to Successor Contract*	DRD IT-008	DRD IT-06
Section I, 4.5, *Asset Transition From ACES Contract to Successor Contract, (a) (5)*	Government	successor
Section I, 4.5, *Asset Transition From ACES Contract to Successor Contract, (a) (6)*		Deleted (a) 6) in its entirety and 7) became the new 6)
Section I, 4.5, *Asset Transition From ACES Contract to Successor Contract (c) 2 Table*	Network Printers with a useful life of 5 years; Multifunction Devices 5 years	Combined Multifunctional Devices and Network Printers into Network Peripherals with a useful life of 4 years
Section 4.5, *Asset Transition From ACES Contract to Successor Contract, (c) Table*	Computer Systems and associated components Infrastructure Servers Housed by NEDC	Computer Systems and associated components (except for the "T" Seat) Infrastructure Servers and the "T" Seat
Section I, 4.5, *Asset Transition From ACES Contract to Successor Contract, (c) 3*	Cell Phones, Mobile Computing Devices and software have a residual value of $0 from the time of purchase	Cell Phones, Smartphones, pagers, software and all items procured via ESRS have a residual value of $0 from the time of purchase.
Section I, 5.1, *52.245-1, Government Property*		Added Section 1, 5.1 in its entirety
Section I, 5.3, *1852.245-75, Property Management Changes*		Added Section I, 5.2 in its entirety
Section I, 5.4, *1852.245-*	Section I, 5.2	Section I, 5.4

78, Physical Inventory of Capital Personal Property		
Section I, 5.5, *1852.245-82, Occupancy Management Requirements*	Section I, 5.3	Section I, 5.5
Section I, 5.6, *1852.245.83, Real Property Management Requirements*	Section I, 5.4	Section I, 5.6(Deviation)
Section I, 5.7, *Requirements for Government-Owned Property in Contractor-Owned Equipment*		Added Section I, 5.7 in its entirety
Section I, 5.8, *Component Classification for "S" and "M" Seats*	Section I, 5.5, *Component Classification for "S" and "M" Seats*	Section I, 5.8, *Component Classification for "S", "M" and "T" Seats*
Section I, 5.8, *Component Classification for "S", "M" and "T" Seats*	OEM	Original Equipment Manufacturer (OEM)
Section I, 5.9, *Stevenson-Wydler Objectives*	Section I, 5.6	Section I, 5.9
Section I, 5.9, *Stevenson Wydler Objectives, (b)*		The Government has specified a percentage of 45
Section I, 5.9, *Stevenson Wydler Objectives, (b)*		Stevenson –Wydler Objectives: % *To be completed by Offeror
Section I, 5.10, *Asset Ownership*		Added Section I, 5.10 in its entirety
Section I, 6.1, *Associate Contractor Agreements*		Section I, 6.1 has been updated to reflect current language provided by NASA Headquarters, dated September 2009
Section I, 6.1, *Associate Contractor Agreements (h) Table*		Deleted NEDC
Section I, 6.6, NFS 1852.204-76 *Security Requirements for Unclassified Information Technology Resources*		Updated in accordance with Procurement Information Circular (PIC) 09-14.
Section 1, 6.21, *Repeated Equipment Failure*	Any system that repeatedly fails (three or more times) for a specific hardware-related problem, the	For any system or component procured through the ESRS, that repeatedly fails (three or

	Contractor shall notify the local Technical Monitor (TM) of the offer for replacement in lieu of repair of the failing hardware.	more times) due to a specific hardware-related problem, the Contractor shall replace the failing hardware in lieu of repair, at no additional cost, and remove the failed item from service. The Contractor shall provide a monthly report stating the number of hardware replacements made within a given month.
Section I, 6.22, *Computer/Electronic Accommodations Program (CAP) Support*		Added Section I, 6.22 in its entirety
Section I, 6.23, *Section 508 Compliance*		Added Section I, 6.23 in its entirety
Section I, 6.24, *Standardization Incentives*		Added Section I, 6.24 in its entirety
Section I, 6.25, *52.223-5 Pollution Prevention and Right-to-know Information (Aug 2003)*		Added Section I, 6.25 in its entirety
Section I, 6.26, *52.223-14 Toxic Chemical Release Reporting (Aug 2003)*		Added Section I, 6.26 in its entirety
Section I, 6.27, *52.223-17, Affirmative Procurement of EPA-Designated Items in Service and Construction Contracts (May 2008)*		Added Section I, 6.27 in its entirety
Section I, 6.28, *1852.209-71 Limitation of Future Contracting (Dec 1988)*		Added Section I, 6.28 in its entirety
Section I, 6.29, *Organizational Conflicts of Interest (OCI)*		Added Section I, 6.29 in its entirety
Section I, 6.30, Unplanned Schedule Delay		Added Section I, 6.30 in its entirety
Section I, 8.0, List of		Updated

Attachments		
Section I Attachments		
Attachment I-1, *PWS*		
Attachment I-1 –Section 1.1 Mission Statement, para. 1	Since its establishment, the National Aeronautics and Space Administration (NASA) (hereafter referred to as the Government) has continually evolved as a result of shifting missions and priorities. NASA's Information Technology (IT) infrastructure continues to evolve to a level of maturity that will allow it to successfully migrate NASA's existing end-user environment into a seamless and truly integrated IT architecture. NASA recognizes that effectively and efficiently managing, preserving, protecting, and disseminating the information required to achieve the objectives of space exploration, as well as other NASA missions, is vital to mission success. Further, seamless collaboration of the NASA workforce across multiple NASA Centers and additional facilities is vital to the planning, design, and development of mission-related capabilities and technology in the future.	Since its establishment, the National Aeronautics and Space Administration (NASA) (also referred to as the Government or the Agency) has continued to evolve as a result of changing missions and priorities. Similarly, NASA's Information Technology (IT) infrastructure is evolving toward a level of maturity that will allow it to successfully change NASA's existing IT environment into a seamless and truly integrated IT architecture. NASA recognizes that effectively and efficiently creating, researching, managing, preserving, protecting, and disseminating the information required to achieve the objectives of space exploration, as well as other NASA missions, is vital to mission success.
Attachment I-1 –Section 1.1 Mission Statement, para. 2	The nature of NASA's program implementation model requires cross-Center collaboration for the execution of the strategic Enterprises' programs and NASA initiatives across multiple Centers. NASA therefore requires a seamless technical infrastructure to ensure interoperability within programs and across Centers and facilities, which have the responsibility to implement and manage that technical infrastructure. The ACES contract will develop a long-term outsourcing arrangement with the commercial sector to provide and manage the vast majority of NASA's personal computing	The nature of NASA's program implementation model requires extensive cross-Center collaboration which is vital to the planning, design, and development of mission-related capabilities and technology in the future. NASA, therefore, requires a seamless technical IT infrastructure to ensure interoperability both within programs and across Centers and facilities. The ACES contract (hereafter referred to as "the Contract") will develop a long-term outsourcing arrangement with the commercial sector to

	hardware, Agency standard software, mobile IT services, peripherals and accessories, associated end-user services, and supporting infrastructure.	provide and manage the vast majority of NASA's personal computing hardware, Agency standard software, mobile IT services, peripherals and accessories, associated end-user services, and supporting infrastructure.
Attachment I-1 –Section 1.1 Mission Statement, para. 4	NASA considers its end-user computing assets vital to its success as the world leader in aeronautics, space exploration, and scientific research. NASA personnel use IT to support NASA's core business, scientific, research, and computational activities. It is imperative that the commercial sector deliver cost-effective, end-user IT services that meet NASA mission and program needs while achieving efficiency and high level customer satisfaction.	NASA considers its end-user computing assets vital to its continuing success as the world leader in aeronautics, space exploration, and scientific research. NASA personnel use IT to support NASA's core business, scientific, research, and computational activities. It is imperative that the commercial sector deliver cost-effective IT services that meet NASA mission and program needs while achieving efficiency and high level customer satisfaction.
Attachment I-1 –Section 1.1 Mission Statement, para. 5	Within this framework, the task of the ACES Contractor (hereafter referred to as the Contractor) is to provide, manage, secure, and maintain IT services that meet the requirements as defined in this Performance Work Statement (PWS). The Contractor shall: (a) install, operate and maintain hardware, software and services and (b) plan, design, develop or acquire, integrate, test, and implement new systems or enhancements to existing systems for the following services:	Within this framework, the task of the ACES Contractor (hereafter referred to as the Contractor) is to provide, manage, secure, and maintain IT services that meet the requirements as defined in this Performance Work Statement (PWS) and the I^3P Cross Functional Performance Work Statement (CF PWS) (Addendum 1). The Contractor shall: (a) install, operate, and maintain hardware, software, and services and (b) plan, design, develop or acquire, integrate, test, upgrade, and implement new systems or enhancements to existing systems for the following services:
Attachment I-1 –Section 1.1 Mission Statement (a)	a. Contract Management: This includes general contract management; financial management; service asset and	a. Contract Management: General contract management; financial management; service asset and configuration

	configuration management; contract phase-in/implementation management; safety, health, and environmental management; quality assurance and management; IT Infrastructure Integration Program (I^3P) Program integration; other integration points; contract administration; technology infusion and transformation; records management; and performance requirements.	management; contract phase-in/implementation management; safety, health, and environmental management; quality assurance and management; IT Infrastructure Integration Program (I^3P) Program integration; contract administration; technology infusion and transformation; records management; and Service Level Agreement (SLA) terms and conditions.
Attachment I-1 –Section 1.1 Mission Statement (b)	b. General Services: This includes delivery of comprehensive, end-to-end computing services and back-office infrastructure support, including Tier 2/3 service desk support services, support levels, ACES Product Catalog services, software right to use, technology refresh, consumables, performance metrics, development test laboratory, temporary seats, support for telecommuters and travelers, return to service surcharge, excess cellular phone usage, elevated user privileges, support for special events, and other general services.	b. General Services: Delivery of comprehensive, end-to-end computing services and back-office infrastructure support, including Tier 2/3 service desk support; Support Levels; ACES Product Catalog services; software right to use; technology refresh; consumables; performance metrics reporting tool; developmental test laboratory; temporary seats; support for telecommuters, travelers, and off-site end-users; Return To Service surcharge; wipe and load services; elevated user privileges; support for special events; Enhanced Support Services; early seat refresh; other general services; and Customer Relationship Management and outreach.
Attachment I-1 –Section 1.1 Mission Statement (c)	c. Base Services: This includes e-mail and collaborative calendaring services; Active Directory services; loaner pool management; print queue infrastructure management; security management; and software license management	c. Base Services: E-mail and collaborative calendaring services; Active Directory services; loaner pool management; print queue infrastructure management; security management, including IT security, Data At Rest services, physical security, emergency management, and emergency preparedness and response; software license management; Instant Messaging services; and user

		authentication token distribution.
Attachment I-1 –Section 1.1 Mission Statement (d)	d. Seat Model and Peripherals: This includes computing seats, mobile computing seats, and peripherals.	d. Seat Services: Computing seats, Cellular seats, the Pager seat, Network Peripheral seats, and the Virtual Team Service (VTS) seat.
Attachment I-1 –Section 1.1 Mission Statement		Added new para. 7: The Contract will be performed at the sites listed in Table 1.1-1, *ACES Performance Sites*. Additional performance sites may be identified throughout contract execution. Inserted new Table 1.1-1 – ACES Performance Sites. After the new Table 1.1-1, added new para. 8: Hereafter throughout the RFP, "Center(s)" will refer to NASA Center(s) and associated facilities.
Attachment I-1 –Section 1.2 Goals and Objectives, para. 1	The NASA Chief Information Officer (CIO) has established four key principles for IT at NASA. The four are as follows:…	To guide tactical decisions and planning now and in the future, the NASA Chief Information Officer (CIO) has established the following principles:…
Attachment I-1 –Section 1.2 Goals and Objectives (a)	a. IT at NASA serves to enable NASA's mission.	a. **MISSION ENABLING**: IT at NASA serves to enable NASA's mission.
Attachment I-1 –Section 1.2 Goals and Objectives (b)	b. NASA will implement information technology that enables the integration of business (mission) processes and information across organizational boundaries.	b. **INTEGRATED**: NASA will implement IT that enables integration of business (mission) processes and information across organizational boundaries.
Attachment I-1 –Section 1.2 Goals and Objectives (c)	c. NASA will implement information technology to achieve efficiencies and ensure that our IT is efficiently implemented.	c. **EFFICIENT**: NASA will implement IT to achieve efficiencies and ensure that IT is efficiently implemented.
Attachment I-1 –Section 1.2 Goals and Objectives (d)	d. NASA will implement secure IT solutions.	d. **SECURE**: NASA will implement and sustain secure IT solutions.
Attachment I-1 –Section 1.2 Goals and Objectives, para. 2	To achieve the vision defined by these four principles, NASA is pursuing a strategy intended to:…	Using these four principles as guidance, NASA is pursuing a strategy intended to:…
Attachment I-1 –Section 1.2 Goals and Objectives	a. Clearly define…	e. Clearly define…

(e)		
Attachment I-1 –Section 1.2 Goals and Objectives (f)	b. Standardize and consolidate infrastructure to provide end-to-end visibility, reducing cost and enabling collaboration.	f. Standardize and consolidate infrastructure to provide end-to-end visibility, improving security, reducing cost, and enabling collaboration.
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 1	Consolidate the provisioning of end-user services across all NASA Centers and Facilities using a single Agency solution	Consolidate the provisioning of end-user services across all Centers using a single Agency solution
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 1, Objective (a)	…standardized end-user hardware…	…standardized hardware…
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 2		Added new Objective (c): Enable cross-Center collaboration.
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 3, Objective (b)	…response to end-user IT Security…	…response to IT security…
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 3, Objective (c)	…Security on end-user services.	…security on services.
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 3, Objective (d)	Secure end-user systems…	Secure systems…
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 4, Objective (c)	c. Align end-user service delivery with Information Technology Infrastructure Library (ITIL®).	c. Align service delivery with Information Technology Infrastructure Library (ITIL® Version 3.0).
Attachment I-1, -Section 1.2 Goals and Objectives, Goal 4: Objective (d)		Add d.: Improve support for Federal Government initiatives (e.g., greening and cloud computing)
Attachment I-1 –Section 1.2 Goals and Objectives, Goal 5, Objective (b)	b. Assist end-users with the adoption of new technologies to minimize adverse impact to NASA's mission.	b. Assist end-users with the adoption of new technologies that enable NASA's mission while minimizing adverse impacts.
Attachment I-1 –Section 1.3 Characteristics of Success	1.3 MEASURES OF SUCCESS	1.3 CHARACTERISTICS OF SUCCESS
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	The following are representative of measures of success toward the attainment of the above Goals and Objectives:…	The following characteristics are representative indicators of successful attainment of the above Goals and Objectives:…

Attachment I-1 –Section 1.3 Characteristics of Success, para. 1		Added new bullet (a): Seamless integration between ACES operations and the other I^3P contracts is achieved.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1		Added new bullet (b): ACES demonstrates an integrated, streamlined support of the Agency and Center governance model and processes.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	a. End-user participation in ACES grows so that effectively 100 percent participation is achieved.	c. Participation in ACES grows so that maximum participation is achieved.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	b. …quality of service…	d. …high quality of service…
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	c. …end-user service…	c. ….ACES services…
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	d. NASA mission organizations repeatedly seek out the ACES Contractor to partner with in meeting their end-user services needs.	f. NASA mission organizations consistently seek out the Contractor to partner with in meeting their IT infrastructure service needs.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	e. The ACES configuration control data is an authoritative source for configuration management across the Agency.	g. The ACES configuration control data is an authoritative source for configuration and asset management across the Agency because it is accurate and updated in a timely manner.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	f. Repeated achievement of indicators reflecting a strong IT security posture in end-user services. Examples include:	h. Repeated achievement of indicators reflecting a strong IT security posture in IT infrastructure services. Examples include:
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1		(h) Added new sub-bullet 1: Systems are consistently patched.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	(f) Sub-bullet 1 – The number of IT Security incidents associated with end-user systems always meet or exceed Agency metrics.	(h) Sub-bullet 2 – The number of IT security Incidents associated with ACES systems consistently meets the Agency metric.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	(f) Sub-bullet 2 – Results from external reviews (Office of Management and Budget (OMB)/General Services Administration (GSA) report cards, 3rd party audits, etc.) are repeatedly positive in the area of	(h) Sub-bullet 3 – Results from external reviews (Office of Management and Budget (OMB)/General Services Administration (GSA) report cards, third-party audits, etc.) are consistently positive in the

	end-user systems.	areas associated with ACES services.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	(f) Sub-bullet 3 – Seamless integration with the NASA Security Operations Center (SOC) is achieved.	(h) Sub-bullet 4 – Seamless integration of ACES operations and the NASA Security Operations Center (SOC) is achieved.
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	(f) Sub-bullet 4 – …ACES systems with near zero…	(h) Sub-bullet 5 – …ACES systems with effective management of near zero…
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1	(f) Sub-bullet 5 – …emerging technologies in the end-user arena,…	(h) Sub-bullet 6 – …emerging technologies in ACES services,…
Attachment I-1 –Section 1.3 Characteristics of Success, para. 1		Added new bullet (i): Consistently high Customer Satisfaction with ACES services that enable end-users to meet mission requirements.
Attachment I-1 –Section 1.4 Government Retained Authorities		This section has been re-written in the Final RFP.
Attachment I-1 –Section 2.1 General Contract Management, para. 1, sentence 1	The Contractor shall devise an overall management approach and the activities necessary to perform the core functions required under the ACES contract. The approach shall define how technical management of all ACES services, including functions, tasks, cost, schedule, and risk will be performed and managed under the contract. In devising the approach, the Contractor shall be consistent with NASA Procedural Requirements (NPR) 7120.7*x*, *NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements*, (e.g., Risk Management Plan, Tracking Reports, Surveillance Plan, operations analysis, Return on Investment (ROI), and alternatives analysis).	The Contractor shall devise an overall management approach and the activities necessary to perform the core functions required under the Contract, in accordance with Attachment I-2, *Data Procurement Document* (DPD), *Data Requirements Description* (DRD) MA-01, *Management Plan*.
Attachment I-1 –Section 2.2 Financial Management (b)	…local Center or Facility.	…Agency and Center.
Attachment I-1 –Section 2.2 Financial Management		Added new bullet (c): Provide documentation to the GAPM that appropriate tax exemptions

		have been applied for as related to the applicable Centers and/or facilities.
Attachment I-1 –Section 2.3 Service Asset and Configuration Management, para. 1, sentence 1	The Contractor shall perform service asset and configuration management functions in accordance with NPD 4200.1*x*, *Equipment Management*, and NPR 4200.1*x*, *Equipment Management Procedural Requirements.*	The Contractor shall devise an approach and the activities necessary to perform property management functions required under the Contract in accordance with Attachment I-2, DPD, DRD MA-02, *Property Management Plan.* The Contractor shall perform service asset and configuration management functions in accordance with NPD 4200.1*x*, *Equipment Management*, and NPR 4200.1*x*, *NASA Equipment Management Procedural Requirements*, in coordination with local NASA property management officials.
Attachment I-1 –Section 2.3 Service Asset and Configuration Management (b)	b. Utilize the NASA Property (N-PROP) Web interface to track, manage, and maintain Government Furnished Property.	b. Utilize the NASA Plant, Property, and Equipment (PP&E) Web-based system N-PROP to track, manage, and maintain Government Furnished Property. (Note: The N-PROP application will not feed the Government-provided configuration management database (CMDB).)
Attachment I-1 –Section 2.3 Service Asset and Configuration Management (c)	c. Identify excess and obsolete out-of-service Contractor-owned service assets and configuration items, perform data removal (i.e., sanitization) prior to excess, and initiate disposal in accordance with Agency guidelines, policies, and directives.	c. Identify excess and obsolete out-of-service Contractor-owned service assets and configuration items, perform data removal (i.e., sanitization) prior to excess, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics*, National Institute of Standards and Technology (NIST) Special Publication (SP) 800-88, *Guidelines for Media Sanitization*, and NASA IT Security Standard Operating Procedure (ITS-SOP) ITS-SOP-0035, *Digital Media Sanitization*, and initiate disposal, in accordance with Agency guidelines, policies, directives, and local statutes.

Attachment I-1 –Section 2.3 Service Asset and Configuration Management (e)	e. Utilize Government-provided storage facilities for storage of hardware, software, and other associated equipment to meet contract requirements. If Contractor-provided storage facilities are utilized, the Contractor shall ensure that such facilities provide adequate protection and security of all items to which the Government has or will obtain title.	e. Ensure that facilities used for storage of hardware, software, and other associated equipment include adequate protection and security for all items to which the Government has or will obtain title, whether Government-provided or Contractor-provided storage facilities are used.
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking, para. 1	The Contractor shall maintain configuration control for the ACES-managed/provided environment including the supporting infrastructure. The Contractor shall use the Government-provided configuration management database (CMDB) to identify, maintain, track, and report all ACES-managed configuration items. The Government CMDB is Remedy by BMC. Up to ten (10) Remedy System Floating User Licenses will be provided as Government Furnished Service. If additional licenses are required, it is the Contractor's responsibility to provision them. Information to be tracked includes:	The Contractor shall maintain configuration control for the ACES-managed/provided environment including the supporting infrastructure. The Contractor shall use the Government-provided CMDB to identify, maintain, track, and report all ACES-managed configuration items, including Government Furnished Equipment (GFE). This report shall provide data that is sortable by each Center. The Contractor shall update the CMDB with current information after receiving, installing, refreshing, excessing, or moving items in accordance with Attachment I-3, *Retainage Pools and Performance Metrics*. The Government-provided CMDB is an integral database contained within the Remedy by BMC system that will be used by the ACES, Enterprise Applications Services Technologies (EAST), NASA Enterprise Data Center (NEDC), NASA Integrated Communications Services (NICS), Web Enterprise Service Technologies (WEST), and Enterprise Service Desk (ESD) contracts, as reflected in Addendum 1, *CF PWS*. The Government will retain full access rights to all data in the system. Up to ten (10) Agency

		Remedy System Floating User Licenses will be provided as Government Furnished Service. If additional licenses are required, it is the Contractor's responsibility to provision them. Information to be tracked includes:
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking (d)	d. Catalog items ordered for the seat	d. APC items ordered for the seat. (See Section 3.3, *ACES Product Catalog (APC) Services*.)
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking (f)	f. MAC address(es).	f. Media Access Control (MAC) address(es).
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking (g)	g. End-user data profile (including username, NASA organization code, system administrator name, and building and room location information for the device).	g. End-user data profile (including username, NASA organization code, phone number, and building and room location information for the device).
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking (h)	h. Configuration item in-service date, unique interface point to the network ID (e.g., wall plate number).	h. Configuration item in-service date and unique interface point to the network ID (e.g., jack number).
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking (i)		Added new bullet (i): System administrator name (for seats managed through ACES Enhanced Support Services). (See Section 3.15, *Enhanced Support Services*.)
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking	i. Projected refresh date	j. Projected hardware technology refresh date. (See Section 3.5, *Technology Refresh*.)
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking (k)	j. Current special status levels (e.g., business critical uplift, security uplift, and configuration freeze)	k. Current special status levels (e.g., critical uplift, security uplift, and configuration freeze). (See Section 3.1.1, *Priority Service Support*; Attachment I-23, *Glossary of Terms*; and Section 2.3.2, *Configuration Freeze*, respectively.)
Attachment I-1 –Section 2.3.1 Configuration Item/Resource Tracking, para. 2	The Contractor shall provide system architectures and as-built diagrams for all ACES-managed support Infrastructure (e.g., NASA Operational Messaging and Directory (NOMAD) and NASA	The Contractor shall create new and maintain existing system architecture and as-built diagrams for all ACES-managed support Infrastructure (e.g., NASA Operational

	Consolidated Active Directory (NCAD)).	Messaging and Directory (NOMAD) and NASA Consolidated Active Directory (NCAD)), in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SACM-1 and SACM-2).
Attachment I-1 –Section 2.3.2 Configuration Freeze, para. 1, sentence 2	…conducting outages,…however, Service Levels…	…conducting planned outages,…however, Service Level Agreements…
Attachment I-1 –Section 2.3.2 Configuration Freeze (a)	Coordinate outages with the ACES PM or designees and notify the ACES PM or designee of scheduled outages no less than 3 business days in advance.	Coordinate configuration freezes with the GAPM or designee and the affected ACES CTMs, and notify the GAPM or designee and the affected ACES CTMs of configuration freezes, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SACM-4).
Attachment I-1 –Section 2.3.2 Configuration Freeze	b. Schedule planned outages outside of prime time hours.	Deleted former bullet (b).
Attachment I-1 –Section 2.3.2 Configuration Freeze	c. Prior to scheduling any planned maintenance activities, gain approval from the ACES PM or designee and notify affected users.	Deleted former bullet (c).
Attachment I-1 –Section 2.3.2 Configuration Freeze (d)		Added new bullet (d): Ensure all ACES services are coordinated with each Center-specific configuration freeze requirement.
Attachment I-1 –Section 2.3.2 Configuration Freeze		Added new Section 2.3.2.1 – Scheduled Outages
Attachment I-1 –Section 2.4 Contract Phase-In/Implementation Management, para. 1	The Contractor shall detail its planned contract phase-in and implementation approach in its Phase-In Plan, prepared in accordance with Attachment 2, *Data Requirements Document*, DRD MA-003.	The Contractor shall detail its planned Contract phase-in and implementation approach in its Phase-In Plan, prepared in accordance with Attachment I-2, *DPD*, DRD MA-03, *Phase-In Plan*. In conjunction with the phase-in, consistent with Section 5.2 of Addendum 1, *CF PWS*, the Contractor shall perform an initial update of the NASA Enterprise Architecture

		Repository (NEAR) in accordance with Attachment I-2, *DPD*, DRD CF-13, *I³P NASA Enterprise Service Catalog Data Requirements*, and DRD CF-14, *I³P Problem Documentation*.
Attachment I-1 –Section 2.5 Safety, Health, and Environmental Management, para. 1, sentence 1	The Contractor shall provide, implement, and maintain a comprehensive Attachment 18, *Safety and Health Plan*, NASA FAR Supplement (NFS) 1852.223-70, *Safety and Health,…*	The Contractor shall provde, implement, and maintain a comprehensive Attachment I-18, *Safety and Health Plan*, in accordance with Attachment I-2, *DPD*, DRD SA-01, *Safety and Health Plan*, and NASA FAR Supplement (NFS) 1852.223-70, *Safety and Health,…*
Attachment I-1 –Section 2.5 Safety, Health, and Environmental Management, para.2		The Contractor shall devise an approach and the activities necessary to dispose of toner and equipment parts in ways that meet Federal Government and NASA requirements, in accordance with Attachment I-2, DPD, DRD IT-02, Toner and Waste Disposal Plan. The Contractor shall prepare and submit reports used to complete the annual report to NASA Headquarters on affirmative procurement, waste reduction, energy efficient product procurement, and ozone depleting substances, in accordance with Attachment I-2, DPD, DRD MA-08, Environmental and Energy Consuming Product Compliance Reports.
Attachment I-1 –Section 2.5 Safety, Health, and Environmental Management, para. 3	Paragraph 2: For each NASA Center and facility where work will be performed, the Contractor shall work closely with the ACES local TM to coordinate with each Center and facility's Safety and Mission	Paragraph 3: For each Center where work will be performed, the Contractor shall work closely with the ACES CTM to coordinate with each Center's Safety and Mission Assurance

	Assurance Directorate/Office to ensure compliance with that Center and facility's specific safety, health, and environmental requirements. The Contractor shall submit mishaps and safety statistics reports directly to the NASA Incident Reporting Information System (IRIS) or use Center-specific forms provided by each Center and facility's Safety and Mission Assurance Directorate/Office, or their electronic equivalent, to report mishaps and related information required to produce the safety metrics.	Directorate/Office to ensure compliance with that Center's specific safety, health, and environmental requirements. The Contractor shall submit mishaps and safety statistics reports, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-3), directly to the NASA Incident Reporting Information System (IRIS) or use Center-specific forms provided by each Center's Safety and Mission Assurance Directorate/Office, or their electronic equivalent, to report mishaps and related information required to produce the safety metrics.
Attachment I-1 –Section 2.6 Quality Assurance and Management, para. 1	The Contractor shall detail its planned quality controls in Attachment 19, *Management Plan*, prepared in accordance with Attachment 2, *Data Requirements Document*, DRD MA-001. If the Contractor adheres to or uses NASA Center or Facility procedures, the Contractor shall support the applicable Center's or Facility's registration process for these procedures.	The Contractor shall detail its planned quality controls in Attachment I-19, *Management Plan*, prepared in accordance with Attachment I-2, *DPD*, DRD MA-01, *Management Plan*. If the Contractor adheres to or uses Center procedures, the Contractor shall support the applicable Center's registration process for these procedures.
Attachment I-1 –Section 2.7 I^{3}P Program Integration, paras. 1-3	The ACES contract is part of the NASA Agency Office of the Chief Information Officer's multi-sourced I^{3}P acquisition strategy, which spans across the following: Network Communications, Data Center, End-user Services, Enterprise Applications, and Web Services. The I^{3}P Cross-Functional Requirements (PWS Addendum 1) describes the ITIL Version 3.0 aligned processes to which all I^{3}P Contractors shall adhere. In addition to the Cross-Functional Requirements, the requirements listed in Sections 2.7.1 through 2.7.4 apply.	The Contract is part of the NASA OCIO's multi-sourced I^{3}P acquisition strategy, which spans across the following services: Network Communications, Data Center, End-user Services, Enterprise Applications, and Web Services. Success of NASA's I^{3}P is dependent upon the ability of I^{3}P Contractors to work within, and across, independent service contracts (I^{3}P and non-I^{3}P) to ensure a seamless IT service delivery environment and capability across the Agency. To better enable this

		environment, the Contractor shall, at a minimum, implement Associate Contractor Agreements with I^{3}P Contractors and other contractors (e.g., other Agency and Center contractors) to ensure continuity of service and provide transparency to the NASA end-users in accordance with defined Service Level Agreements. The Contractor shall meet the requirements stated in Addendum 1, *CF PWS*. In addition, the following integration requirements apply.
~~Attachment I-1 –Section 2.7.1 NASA Enterprise Data Center (NEDC), para. 2, sentence 1~~	~~The ACES Contractor shall meet the following requirements:…~~	~~The Contractor shall obtain data center services from the NEDC Contract to meet the following requirements:…~~
Attachment I-1 –Section 2.7.1 NASA Enterprise Data Center (NEDC)	a. Servers required for NCAD, listed in Attachment 11, *List of Government Furnished Property*, shall be housed in the NEDC. Housing services … ACES Contractor's proposal. b. Servers required for NOMAD,… ACES Contractor's proposal. c. All other ACES-required data…furnished.	This section identifies the ACES integration requirements with the NEDC Contractor. The NEDC will provide enterprise data center services to NASA and NASA Contractors. There are no specific integration requirements with the NEDC.
Attachment I-1 –Section 2.7.2 NASA Integrated Communications Services (NICS), para. 1, sentence 2	…LAN and WAN…	…Local Area Network (LAN) and Wide Area Network (WAN)…
Attachment I-1 –Section 2.7.2 NASA Integrated Communications Services (NICS), para. 2, sentence 1	The ACES Contractor shall meet the following requirements:…	The Contractor shall obtain telecommunications services from NICS or other contractors, as well as meet the following requirements:…
Attachment I-1 –Section 2.7.2 NASA Integrated Communications Services (NICS) (b)	b. …Centers or Facilities that have a Contractor…from that Contractor…	b. …Centers that have a contractor…from that contractor…
Attachment I-1 –Section 2.7.2 NASA Integrated	c. Obtain IP address…	c. Obtain Internet Protocol (IP) address…

Communications Services (NICS) (c)		Added a line break after "processes."
Attachment I-1 –Section 2.7.2 NASA Integrated Communications Services (NICS) (d)		Added new bullet (d): Obtain Network Time Protocol services from NICS when NICS is the service provider for these services.
Attachment I-1 –Section 2.7.2 NASA Integrated Communications Services (NICS) (e)	d. Obtain all communication services (e.g., phone services) needed for the performance of ACES from NICS.	e. Obtain all communications services required to support ACES from NICS when NICS is the service provider for these services.
Attachment I-1 –Section 2.7.2 NASA Integrated Communications Services (NICS) (f)	e. Coordinate with NICS for integrated ACES/communications services.	f. Coordinate with NICS for integrated ACES/communications services when NICS is the service provider for these communications services.
Attachment I-1 –Section 2.7.3 Enterprise Applications Service Technologies (EAST) (a)	a. Coordinate with EAST to distribute EAST-managed desktop software.	a. Coordinate with EAST to obtain the distribution package for EAST-managed desktop software.
Attachment I-1 –Section 2.7.3 Enterprise Applications Service Technologies (EAST) (b)		Added new bullet (b): Validate EAST software distribution packages in the ACES environment for successful deployment. If validation is unsuccessful, the Contractor shall notify the EAST Contractor.
Attachment I-1 –Section 2.7.3 Enterprise Applications Service Technologies (EAST) (c)	b. Coordinate the testing of new applications with EAST to ensure continuity and reduce duplication of effort.	c. Deploy EAST software distribution packages to end-user client desktops.
Attachment I-1 –Section 2.7.3 Enterprise Applications Service Technologies (EAST) (d)	c. Obtain EAST-managed end-user accounts…	Reassigned bullet (c) to (d).
Attachment I-1 –Section 2.7.3 Enterprise Applications Service Technologies (EAST) (e)		Added new bullet (e): Coordinate with EAST to ensure proper provisioning of two-factor user authentication tokens and certificates prior to distribution.
Attachment I-1 –Section 2.7.4 Web Enterprise Service Technologies (WEST) (a)	a. None.	a. Obtain all WEST within-scope Web services required to support provisioning of ACES services from WEST.
Attachment I-1 –Section		Added new Section 2.7.5 –

2.7 I[3]P Program Integration		Enterprise Service Desk (ESD).
Attachment I-1 –former Section 2.8 Other Integration Points		Deleted former section entitled *Other Integration Points* and renumbered remaining sections in Section 2.0.
Attachment I-1 –Section 2.8 Contract Administration (a)	a. Detail in Attachment 19, *Management Plan*, how the Contractor will communicate with the Government, other Contractors, customers, and end-users, prepared in accordance with Attachment 2, *Data Requirements Document*, DRD MA-001.	a. Detail in Attachment I-19, *Management Plan*, how the Contractor will communicate with the Government, other Contractors, customers, and end-users, in accordance with Attachment I-2, *DPD*, DRD MA-01, *Management Plan*.
Attachment I-1 –Section 2.8 Contract Administration (c)	… NPD 1440.6,…	… NPD 1440.6x,…
Attachment I-1 –Section 2.8 Contract Administration (d)	d. Provide and maintain a listing of all Contractor and subcontractor employees working under this contract and their designated locations in accordance with Attachment 2, *Data Requirements Document*, DRD MA-004.	d. Provide and maintain a listing of all Contractor and subcontractor employees working under the Contract and their designated locations in accordance with Attachment I-2, *DPD*, DRD MA-04, *Employee Listing.*
Attachment I-1 –Section 2.8 Contract Administration (e), sentence 2	Submit all deliverables required on the dates specified in Attachment 2, *Data Requirements Document.*	Submit all deliverables required on the dates specified in Attachment I-2, *DPD*, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-43).
Attachment I-1 –Section 2.8.1 Program Coordination Support	2.9.1	2.8.1
Attachment I-1 –Section 2.8.1 Program Coordination Support, para. 1, sentence 1	The Contractor shall provide technical and managerial support and input to program boards, panels, reviews, teams, working groups, and various ad-hoc meetings.	The Contractor shall provide technical and managerial support and input to Agency- and Center-level program boards, panels, reviews, teams, working groups, and various ad-hoc meetings.
Attachment I-1 –Section 2.8.1 Program Coordination Support, para. 1, sentence 3	The Contractor shall support these meetings and reviews with the required level of technical and managerial participation.	The Contractor shall support these meetings and reviews with the level of technical and managerial participation sufficient to meet the needs of the meeting or review.
Attachment I-1 –Section	Some examples are	Examples include, but are not

2.8.1 Program Coordination Support, underneath para. 1		limited to:
Attachment I-1 –Section 2.9 Technology Infusion and Transformation	2.10	2.9
Attachment I-1 –Section 2.9 Technology Infusion and Transformation, para. 1, sentence 2	…visible…RFP Section I, clause 3.5,…	…noticeable…Section I, 3.5,…
Attachment I-1 –Section 2.10 Records Management	2.11	2.10
Attachment I-1 –Section 2.10 Records Management (a)	a. Maintain a records management program and submit a Records Management Program Plan in accordance with Attachment 2, *Data Requirements Document*, DRD-MA-005.	a. Maintain a records management program and submit a Records Management Program Plan in accordance with Attachment I-2, *DPD*, DRD MA-05, *Records Management Program Plan.*
Attachment I-1 –Section 2.10 Records Management (c)	c. Submit an annual Inventory of Records Holdings to the records manager of the Center for which the records are maintained, in accordance with Attachment 2, *Data Requirements Document*, DRD MA-006.	c. Submit an annual Inventory of Records Holdings to the GAPM with a copy to the Center records manager, unless otherwise specified to be submitted to another party, in accordance with Attachment I-2, *DPD*, DRD MA-06, *Inventory of Records Holdings.*
Attachment I-1 –Section 2.10 Records Management (e) (i)	i. To enable planning for the final records disposition, the Contractor shall deliver to the appropriate Center records manager, within 90 days prior to contract completion or termination, a final Inventory of Records Holdings in accordance with Attachment 2, *Data Requirements Document*, DRD MA-006.	i. To enable planning for the final records disposition, the Contractor shall deliver to the appropriate Center records manager, within ninety (90) days prior to Contract completion or termination, a final Inventory of Records Holdings, in accordance with Attachment I-2, *DPD*, DRD MA-06, *Inventory of Records Holdings.*
Attachment I-1 –former Section 2.12 Performance Requirements		Deleted former section entitled Performance Requirements and renumbered remaining sections in Section 2.0.
Attachment I-1 –Section 2.11 Service Level Agreement Terms and Conditions		Added new Section 2.11 – Service Level Agreement Terms and Conditions
Attachment I-1 –Section	…the following services…	…the following general

3.0 General Services, para. 1, sentence 1		services…
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support	3.1 TIER 2/3 SERVICE DESK SUPPORT SERVICES	3.1 TIER 2/3 SERVICE DESK SUPPORT
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support, para. 1, sentence 1	The Contractor shall provide Tier 2/3 service support services in response to reported Incidents and Problems.	The Contractor shall provide Tier 2/3 Service Desk support in response to reported Incidents, Problems, and Service Requests originating from the ESD or the ESRS.
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support (a)	a. Provide Tier 2/3 functionality 24 hours a day, 7 days a week and integrate with the Enterprise Service Desk (ESD).	a. Provide Tier 2 functionality twenty-four (24) hours a day, seven (7) days a week and integrate it with the ESD.
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support (b)	b. Utilize the Government furnished Remedy system for automated logging, categorization, prioritization, and tracking of end-user Incidents and Problems.	b. Utilize an Incident Management System as defined in NASA Contract NNX05AA01C, Change Order No. 28, Attachment J-1, *Enterprise Service Desk and Enterprise Service Request System Performance Work Statement*, and in accordance with Addendum 1, *CF PWS*, for automated logging, categorization, prioritization, and tracking of end-user Incidents and Problems. If a Contractor-supplied Incident Management system is used, the Contractor shall integrate it with the Government-furnished Remedy system in accordance with Addendum 1, *CF PWS*.
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support (c)	c. Document Incidents accurately and completely to support management, resolution, and reporting of Incidents and Problems.	c. Document all Incidents (including IT security Incidents) accurately and completely to support management, resolution, and reporting of Incidents and Problems.
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support (d)-(e)		Added new bullets (d) and (e): d. After receipt of an Incident ticket, respond to the end-user with acknowledgement that the ticket has been received by the Contractor, in accordance with the end-user's selected Return To Service level or the ticket's critical uplift status (see Section

		3.1.1, *Priority Service Support*, and Section 5.0, *Seat Services*), as well as Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SD-4, SD-5, and SD-7). The accepted form of acknowledgement shall be a phone call to the end-user and leaving a message if the end-user does not answer. e. Restore full service to the end-user's system in accordance with the end-user's selected Return To Service level or the ticket's critical uplift status (see Section 3.1.1, *Priority Service Support*, and Section 5.0, *Seat Services*), as well as Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets IM-2, IM-3, and IM-4).
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support (i)		Added new bullet (i): Provide temporary replacement ACES seats for out-of-service repairs or security mitigation for either IT security Incidents or to support audits, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-6). The ACES CTM shall be informed of the temporary replacement in the instance of a security mitigation.
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support (j)	Attachment J-1 *Enterprise Service Desk and Enterprise Service Request System Performance Work Statement*	Attachment J-21 *Enterprise Service Desk and Enterprise Service Request System Performance Work Statement*
Attachment I-1 –Section 3.1 Tier 2/3 Service Desk Support, para. 2	Any remote desktop implementation by the Contractor shall allow read-only access by the NASA Enterprise Service Desk (ESD). The Contractor shall provide a mechanism to accept a warm hand-off (i.e., the ability to accept a real-time transferred call) from the ESD to continue the original call at the ACES Tier 2 support level.	Any remote desktop implementation by the Contractor shall allow read-only access by the ESD to allow the ESD to 'read' configuration information from the end-user's system that may help the ESD to determine at the Tier 1 Service Desk level where a Problem exists, while the Contractor maintains

		control of the system. This does not preclude the Contractor from granting the ESD more capability, but only requires the read-only access as a minimum requirement.
Attachment I-1 –Section 3.1.1 Priority Service Support, para. 1	The Contractor shall allow for up to 2 percent of the ACES monthly trouble tickets to be uplifted to priority service. In the event that the Agency's priority uplift tickets are not used in one month, the unused portion shall carry forward to the next month.	The Contractor shall allow for the number of monthly trouble tickets, aggregated at the Agency level, equivalent to 2 percent of the ACES subscribed seats Agency-wide to be uplifted to priority service. In the event that the Agency's critical uplift tickets are not used in the current month, the unused portion shall not carry forward to the next month. Support for special events shall not be counted against Priority Services Percentages. In the event of a reoccurring problem or prematurely closed ticket, the Contractor shall automatically elevate the ticket to priority service and shall not include the ticket in the calculation of the 2-percent priority service allocation.
Attachment I-1 –Section 3.2 Support Levels, para. 1		Added new para. 1: 'Support Level' is defined as the level of system administration and technical support that the Contractor is expected to provide for hardware and software used by end-users under the ACES contract. The support requirements are divided into three categories: Support Levels 1, 2, and 3, which are defined in Sections 3.2.1, *Support Level 1: ACES-Supported Hardware and Software*; 3.2.2, *Support Level 2: Agency-Provided and Licensed Software*; and 3.2.3, *Support Level 3: Other Hardware and Software.*
Attachment I-1 –Section 3.2.1 Support Level 1: ACES-Supported	ACES-supported hardware and software systems include: Agency standard hardware and software	ACES-supported hardware and software systems include: Agency standard hardware and

Hardware and Software, para. 1, sentence 2	loads (as documented in NASA-STD-2804*x*, *Minimum Interoperability Software Suite*, and NASA-STD-2805*x*, *Minimum Hardware Configurations*) and items defined in Table 5.1.6.3.8.5.	software loads (as documented in NASA-STD-2804*x*, *Minimum Interoperability Software Suite*, and NASA-STD-2805*x*, *Minimum Hardware Configurations*), and items defined in Addendum 2, *Standard Load Software*, Tables 1-W, 1-M, 1-L, and 1-U.
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software	a. Agency provide software…	Deleted former bullet (a).
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software (a)		Added new bullet (a): Software defined in Addendum 2, *Standard Load Software*, Table 3, *Commonly Used, Multi-Platform Software*, that follows the guidelines in this Section.
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software (b)	b. Site-licensed software: Any Center or Agency, Government-owned software whereby licensing is managed by the Contractor.	b. Agency and Center site-licensed software: Any Agency or Center Government-owned site-licensed software whereby licensing is managed by the Contractor.
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software, para. 2	For each NASA Center/Facility, the Government will identify a POC to the Contractor as a subject matter expert for each software product in this Support Level.	The Government will identify an Agency technical POC (or, alternatively, individual Centers can identify a technical POC) to the Contractor as a subject matter expert for each software product in this Support Level. In the event an Agency technical POC is not identified and an individual Center has not identified a technical POC, the software will become Support Level 3 for that Center.
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software		Added new para. 3: Certification and Accreditation (C&A) for Support Level 2 software is performed by the party responsible for the C&A of the system on which the software resides.
Attachment I-1 –Section 3.2.2 – Support Level 2: Agency-Provided and Licensed Software (c)	a. …configuration changes about this software by working…	c. …configuration changes by working…

Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software (d)	b. Install the software on refresh…	d. Install the software during hardware technology refresh…
Attachment I-1 Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software (e)	c. Ensure the availability of the latest version of the software.	e. Ensure the availability of the latest licensed version of the software, as identified by the Government-identified technical POC.
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software (f)	d. … the move, add, and change provisions…	f. … move, add, and change provisions…
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software (g)	e. Return the configuration to the baseline operable installation when it is determined that the covered software implementation affects the stability or operability of the ACES configuration.	g. Return the configuration to the previous stable baseline installation within the subscribed Return To Service timeframe when it is determined that the covered software implementation affects the stability or operability of the ACES configuration.
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software, para. 5, sentence 1	…the existing base configuration…	…the existing baseline configuration…
Attachment I-1 –Section 3.2.2 Support Level 2: Agency-Provided and Licensed Software, para. 5, sentences 2, 3, and 4	If the Contractor subsequently modifies the baseline configuration as part of a normal ACES process, and that configuration becomes unstable due to the Support Level 2 software implementation, the customer's need to accomplish the NASA mission must supersede the new configuration modification and the Contractor shall return the configuration to the established baseline. If this inability to update the baseline configuration results in the Contractor being unable to meet a contract requirement, then the ACES COTR or designee should be contacted.	If the Contractor subsequently modifies the baseline configuration as part of a normal ACES process, and the configuration becomes unstable due to the Support Level 2 software implementation, the end-user may submit a waiver request. The Contractor shall return the configuration to the established baseline. The Contractor shall document and track the configuration change and the waiver request. If this inability to update the baseline configuration results in the Contractor being unable to meet a Contract requirement, such as an IT security requirement or software upgrade, the Contractor shall

		contact the ACES COTR or designee for guidance.
Attachment I-1 –Section 3.2.3 Support Level 3: Other Hardware and Software, para. 1, sentence 2	The Contractor shall provide Support Level 3 hardware and software via the ACES catalog without technical assistance for installation or maintenance.	The Contractor shall provide Support Level 3 hardware and software via the APC (see Section 3.3, *ACES Product Catalog (APC) Services*) without technical assistance for installation or maintenance.
Attachment I-1 –Section 3.2.3 Support Level 3: Other Hardware and Software, para. 1, sentence 2	…shall provide that service…catalog.	…shall provide the service…APC.
Attachment I-1 –Section 3.2.3 Support Level 3: Other Hardware and Software, para. 2	For any seat where an end-user has implemented a change and the Contractor subsequently modifies the configuration as part of a normal ACES process, and that configuration becomes unstable due to the software implementation, the customer's need to accomplish the NASA mission must supersede the new configuration modification and the Contractor shall return the configuration to the previous standard configuration delivered by the Contractor. If this inability to update the configuration results in the Contractor being unable to meet a contract requirement, then the ACES COTR or designee should be contacted.	For any seat where an end-user has implemented a change and the Contractor subsequently modifies the configuration as part of a normal ACES process, and the configuration becomes unstable due to the Support Level 3 software implementation, the end-user may submit a waiver request. The Contractor shall return the configuration to the previous stable baseline installation within the subscribed Return To Service timeframe. The Contractor shall document and track the configuration change and the waiver request. If this inability to update the configuration results in the Contractor being unable to meet a contract requirement, such as an IT security requirement or software upgrade, the Contractor shall contact the ACES COTR or designee for guidance.
Attachment I-1 –Section 3.2.3 Support Level 3: Other Hardware and Software, para. 3		Added new sentence 3: The ACES COTR will involve the appropriate people (including the Center CIO, if needed) to resolve a configuration issue.
Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services,	The Contractor shall provide a single, Agency-wide, Web-based catalog of ACES commercially	The Contractor shall provide a single, Agency-wide, Web-based catalog of ACES

paras. 1-3	available IT products. The Contractor shall make the ACES Product Catalog (APC) available on the contract start date. The APC shall interface with the Enterprise Service Request System (ESRS) so that all administrative and funding approvals are accomplished and orders are placed electronically. Payment for APC purchases may be made via the 52.212-4, *Contract Terms and Conditions - Commercial Items,* Paragraph g, or by Government credit card at the time the order is placed. The APC shall have the capability to process Government credit cards. The Contractor shall provide hardware and software catalog prices that are a percentage discount below the manufacturer's suggested retail price and lower than any commercially available price. The Government reserves the right to limit items available from the APC.	commercially available IT products, available to all NASA personnel, including items specified in the ACES Seat Services (see Section 5.0, *Seat Services*), and associated maintenance services. Examples include printers, non-Standard Load software, second monitors, memory, keyboards, and internal hard drives. The Contractor shall make the APC available and operational on the Contract implementation date for Wave 1 (see Attachment I-14, *Phase-In Schedule*). The APC shall interface with the ESRS, in accordance with Section 2.7.5, *Enterprise Service Desk (ESD).* Payment for APC purchases shall be made in accordance with FAR 52.212-4, *Contract Terms and Conditions - Commercial Items,* which provides for funding through a Work Breakdown Structure (WBS) number. The APC shall have the capability to process Government credit cards. The Contractor shall offer hardware and software catalog prices that are a fixed percentage discount below the manufacturer's suggested retail price (MSRP). The Government will use the MSRP set by the manufacturer as the baseline source data. The Government reserves the right to direct the Contractor to add or remove items available from the APC.
Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services, para. 4	APC services shall include, but are not limited to, end-user consultation, providing quotes, addition or deletion of items to or from the APC, placing orders, order status, issue resolution for	The APC shall provide for end-user consultation, placing orders, order status, issue resolution for disputed orders, receiving and inspection, delivery to customers,

	disputed orders, receiving and inspection, delivery to customers, installation of products, warranty pickup, and return to service. Each APC entry shall define what support is included in the APC price.	installation of products, and returns. Each APC entry shall define what support is included in the APC price. APC items are subject to the Service Level Agreement (SLA) requirements and performance metrics associated with the seat for which they are ordered, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics*. For APC items that are not associated with any ACES seat and are within the OEM warranty period, an 8-business hour Return To Service (as defined in Section 5.1.6.3.5, *Return To Service*) shall apply.
Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services, para. 5		Added new para. 5: The Contractor shall provide the ability to generate APC reports on all APC-purchased items sorted by type of asset (e.g., hardware, software, and peripherals). Information in the reports shall include APC purchases, associated unique seat identification, end-user name and organization code, availability for re-utilization, and identification of remaining maintenance/warranty sorted by catalog service type. These reports will be used by the Government to enable the review of buying habits over the life of the Contract, as well as to assist with current and future budgeting.
Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services, para. 6		Added new para. 6: The Contractor shall provide and maintain a training module that reflects the latest capabilities of the APC. The training module shall include an up-to-date online APC user's guide and the capability to log end-user suggestions, changes, and modifications to the APC, training, and user's guide.

Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services, para. 7	The Contractor shall provide a mechanism for end-users to submit a request for quote for products not found in the APC. Upon request from the Government, the Contractor shall offer a quote for expedited delivery. For APC requests for quote, the Contractor shall provide a quote response, including price and delivery date.	The Contractor shall provide a mechanism for end-users to submit a request for quote for products not found in the APC. For APC requests for quote, the Contractor shall provide a quote response, including price and delivery date, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-9). Upon request from the Government, the Contractor shall offer a quote for expedited delivery.
Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services, para. 8	The Contractor shall provide a delivery date when the order is approved. If the Contractor cannot deliver the item within the calendar delivery metric, then the customer can accept a late delivery, order an alternate item, or cancel the order at no cost to the Government. However, if the item is not delivered within the required timeframe, then the delivery is considered a missed metric.	The Contractor shall deliver all APC items with full retail packaging. The Contractor shall provide a delivery date when the order is approved and shall deliver APC-ordered items, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-8). If the Contractor cannot deliver the item within the required SLA timeframe, the Contractor shall give the customer the option to accept a late delivery, order an alternate item, or cancel the order at no cost to the Government. If the item is not delivered within the required SLA timeframe, the delivery is considered a missed metric.
Attachment I-1 –Section 3.3 ACES Product Catalog (APC) Services, para. 9	APC items shall include the Original Equipment Manufacturer (OEM) warranty, and when available from the OEM, extended warranty/service shall be offered to the Government. For each product, the Contractor shall include supplier information that describes any components required to make the product fully functional. The Contractor shall provide the end-user the opportunity to order these components at the same time the product is ordered. ACP services	APC items shall include the Original Equipment Manufacturer (OEM) warranty; when available from the OEM, extended warranty/service shall be offered to the Government as separately priced items. For each product, the Contractor shall include supplier information encompassing manufacturer model numbers and specifications that describe the product or service, and shall detail additional components required to make

	shall include the services described in Sections 3.3.1 through 3.3.3 below.	the product fully functional. The Contractor shall provide the end-user the opportunity to order these components at the same time the product is ordered.
Attachment I-1 –Section 3.3.1 Hardware and Software Types, para. 1, sentence 1	APC items shall be offered as base items, which shall include acquisition and OEM warranty, if available, facilitated by ACES.	APC items shall include acquisition and OEM warranty, if available, facilitated by ACES.
Attachment I-1 –Section 3.3.1 Hardware and Software Types, para. 3	Installation shall be completed in accordance with the subscribed return to service level.	Upon delivery to the end-user, if installation was purchased, the installation shall be completed within the timeframe that corresponds to the subscribed Return To Service level.
Attachment I-1 –Section 3.3.2 – X-Build		Added new Section 3.3.2 – X-Build
Attachment I-1 –Section 3.3.3 Volume Discount for APC Items	3.3.2	3.3.3
Attachment I-1 – Section 3.3.4 – Price Matching for APC Items		Added new Section 3.3.4 – Price Matching for APC Items
Attachment I-1 –Section 3.3.5 Returns	3.3.3	3.3.5
Attachment I-1 –Section 3.3.3 Returns, para. 1	The Contractor shall allow APC items to be returned for a refund. Any restocking fees shall be the responsibility of the Contractor.	APC items shall not be delivered to end-users if damage is detected prior to delivery to the end-user. If an APC item is returned to the Contractor within fourteen (14) calendar days of the original delivery date to the end-user, the Contractor shall accept the returned item and provide a full refund to the customer, except under the following conditions: a. APC software delivered to and subsequently opened or used while in the end-user's possession. b. An APC item delivered to the end-user and subsequently damaged while in the end-user's possession.
Attachment I-1 –Section 3.4 Software Right to	The Contractor shall grant the right to an ACES end-user to install	The Contractor shall grant the right to an ACES end-user to

Use, paras. 1-2	ACES-provided software on a non-ACES computer (e.g., allow a copy of software to be used on a personally owned computer) to the extent that the Contractor is able to obtain such a right from a software publisher and the Contractor and the Government jointly determine that such software shall be eligible for use on a non-ACES computer. The Contractor shall make all supplied software updates available to these end-users. The Contractor shall develop and provide detailed instructions for installation and usage.	install ACES-provided software on a non-ACES computer (i.e., allow a copy of software to be used on a personally owned computer) with the following limitations: a. Software provided through ACES Base Services shall be made available as Software Right To Use (RTU) to all end-users. b. Software provided as part of a Computing seat subscription with the Standard Load Service Option selected shall be made available as Software RTU to the end-user of the corresponding Computing seat. The Contractor shall develop the Software RTU provisioning process and follow the Government-provided Software RTU approval process. The Contractor shall grant Software RTU under the limitations shown above to the extent that the Contractor is able to obtain such a right from a software publisher and the Contractor and the Government jointly determine that such software shall be eligible for use on a non-ACES computer. The Contractor shall make all RTU supplied software updates available to these end-users, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-10). The Contractor shall develop and provide detailed instructions for installation and usage.
Attachment I-1 –Section 3.5 Technology Refresh, paras. 1-2	ACES computing seats and mobile computing seats have fixed technology refresh periods. The Contractor shall refresh computer seat hardware and software as specified in Section 5, Seat Model	ACES Computing, Cellular, and Network Peripheral seats have fixed hardware and software technology refresh periods. The Contractor shall refresh seat hardware and software as

	and Peripherals. The Contractor shall provide computer seat hardware/software as specified in current versions of NASA-STD-2804x and NASA-STD-2805x. The Contractor shall provide a Technology Refresh Implementation Plan in accordance with Attachment 2, Data Requirements Document, DRD IT-006.	specified in Section 5.0, *Seat Services*, and shall complete refreshes and Return To Service after start of the refreshes, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SD-11 and SD-12). It is expected that the vast majority of Computing, Cellular, and Network Peripheral seats will be refreshed on or about their regularly scheduled refresh date. If there is a request from the end-user to extend the refresh beyond this date (as documented by an ACES CTM-approved refresh deferment request), the Contractor should contact the ACES COTR to facilitate the refresh. Until the system is refreshed, however, the Contractor shall be responsible for maintaining the equipment. The Contractor shall provide computer seat hardware/software as specified in current versions of NASA-STD-2804*x* and NASA-STD-2805*x*.
Attachment I-1 –Section 3.5 Technology Refresh, para. 3		Added new para. 3: The Government reserves the right to request a change in the Hardware Platform for any seat during refresh by notifying the Contractor within ninety (90) calendar days prior to the scheduled refresh date.
Attachment I-1 –Section 3.5 Technology Refresh, para. 4		Added new para. 4: The Contractor shall provide a Technology Refresh Plan in accordance with Attachment I-2, *DPD*, DRD IT-04, *Technology Refresh Plan*.
Attachment I-1 –Section 3.5 Technology Refresh (c)	c. Notify the end-user if there is software that cannot be ported.	c. Notify the end-user if there are software or hardware peripherals (e.g., firewire peripherals) that cannot be ported or carried over for use.

Attachment I-1 –Section 3.5 Technology Refresh (j)		Added new bullet (j): Inform the end-user of the Service Options (defined in Section 5.0, *Seat Services*) to which he/she is subscribed (e.g., Return To Service), in accordance with the seat type.
Attachment I-1 –Section 3.5 Technology Refresh (k)	d. Configure and activate the refresh hardware and software and ensure operability.	k. Configure and activate the refresh hardware and software, ensure operability, and test Support Level 2 software to ensure functionality, e.g., encryption software and Citrix clients.
Attachment I-1 –Section 3.5 Technology Refresh (m)	f. Provide the end-user with familiarization training on the new seat.	m. Provide the end-user with familiarization training on the new seat, including identification of any new hardware and software.
Attachment I-1 –Section 3.5 Technology Refresh	h. Obtain the end-user's sign-off on the completed refresh.	Deleted former bullet (h).
Attachment I-1 –Section 3.5 Technology Refresh, paras. 7-8	After the Refresh Process the Contractor shall: a. Excess replaced equipment per approved Government processes and procedures. b. Conduct at least one follow-up visit with the end-user to assure satisfaction.	After the Refresh Process the Contractor shall: a. Retain the end-user data and old system and hard drive(s) for thirty (30) calendar days in order to allow recovery of files that were inadvertently not replicated to the refreshed system (e.g., a PKI profile kept in a non-standard directory). b. Perform a follow-up action (e.g., visit, customer sign-off, or phone call) to confirm end-user satisfaction. c. Remove and sanitize replaced equipment in accordance with and as defined in NIST SP 800-88 and NASA ITS-SOP-0035. If at any point during performing the above steps prior to, during, or after the refresh the end-user does not respond in time for the Contractor to meet refresh metrics, the Contractor shall request further guidance from

		the ACES CTM.
Attachment I-1 –Section 3.6 Consumables, para. 1, sentence 1		Added new sentence 1: Consumables are defined as product parts or supplies (except paper) that are consumed during the operation of the product, require replacement from time to time, and are necessary to provide the functionality of the device.
Attachment I-1 –Section 3.6 Consumables (a)	a. Battery replacements for ACES seats when the battery no longer holds a charge equal to 50 percent of its initial charge.	a. Battery replacements for ACES seats and APC purchases during the support timeframe, as described in Section 3.3, *ACES Product Catalog (APC) Services*, when the battery is no longer serviceable.
Attachment I-1 –Section 3.6 Consumables (b)	b. Printer… Section 5.3, *Network Peripherals.*	b. All printer… Section 5.4, *Network Peripheral Seats.*
Attachment I-1 –Section 3.6 Consumables (c)	c. Tapes or other media as required for the backup and archiving services for ACES-managed servers housed in NEDC	Deleted: housed in NEDC
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool	3.7 PERFORMANCE METRICS	3.7 PERFORMANCE METRICS REPORTING TOOL
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool, para. 1	The Contractor's activities and performance shall be measured using a three-part performance metrics scheme identified and described in Attachment 3, *Retainage Pools and Performance Metrics*. The ACES COTR, with input from the ACES local TMs, will analyze metrics performance results, as reported to the Government in accordance with Attachment 2, *Data Requirements Document*, DRD MA-007, to determine the monthly Metric Retainage Pool (MRP) amounts, semi-annual Performance Retainage Pool (PRP) amounts, and semi-annual Small Business Utilization Pool (SBP) amounts.	The ACES COTR, with input from the ACES CTMs, will analyze the Contractor's metrics performance results, as reported to the Government in accordance with Attachment I-2, *DPD*, DRD MA-07, *Retainage Pools and Performance Metrics Report.* The Contractor shall make an enterprise Web-based metrics tracking tool available and operational on the Contract implementation date for Wave 1 (see Attachment I-14, *Phase-In Schedule*).
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool (a)	a. Provide, implement, and maintain an enterprise Web-based metrics tracking tool(s), including any necessary interfaces to the	a. Provide, implement, and maintain an enterprise Web-based metrics tracking tool, including any necessary

	Government-provided service desk tool (e.g., Agency Enterprise Ordering System) to capture, report, summarize, and track all required metrics. Allow comprehensive access to metrics data and reports, including segregation by Center/Facility and/or combined Agency information, to the Government and its agents. System shall allow for data to be viewed and sorted in a variety of views, such as service being provided, end-user physical location, software installed on system supported, upcoming refresh dates, and infrastructure upgrades that impact end-users.	interfaces to the ESRS to capture, report, summarize, and track all required metrics by Center and/or Agency information. This system shall allow for data to be examined and sorted in a variety of views, such as service being provided, end-user physical location, software installed on system supported, upcoming refresh dates, and infrastructure upgrades that impact end-users.
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool (b)	b. …metrics tracking tool(s).	b. …metrics tracking tool.
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool	c. Provide ad hoc data reports (upon request) to the Government and its agents.	Deleted former bullet (c).
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool (c)	d. Provide access to the Contractor's metrics tracking tool(s) to the Government and its agents to review metrics requirements, conduct ongoing surveillance, ascertain service trends, have the ability to generate ad hoc data queries, and audit Contractor's performance.	c. Provide the Government with access to the Contractor's metrics tracking tool for the purpose of reviewing metrics requirements, conducting ongoing surveillance in accordance with Attachment I-20, *Surveillance Plan*, ascertaining service trends, generating ad hoc data queries, and auditing the Contractor's performance.
Attachment I-1 –Section 3.7 Performance Metrics Reporting Tool	The Contractor shall make the Contractor's Web-based metrics tracking tool(s) available at the ACES contract start date.	Deleted former para. 3.
Attachment I-1 –Section 3.8 Developmental Test Laboratory, para. 1	The Contractor shall provide a laboratory for end-users to test software products on standard/typical ACES-provided systems. The Developmental Test Laboratory shall interface to the NASA production environment that enables full operational testing to take place and reflects the end-user's operational environment	The Contractor shall provide a laboratory for end-users to test software products on standard/typical ACES-provided systems. The Contractor shall provide a Developmental Test Laboratory capability for each Center. If required, the space provided for laboratory capability will be

	and configuration where the end-user is conducting the test. The Contractor shall provide a Developmental Test Laboratory capability at each NASA Center and Facility.	negotiated between the Contractor and the Government. The Developmental Test Laboratory shall interface to the NASA production environment enabling full operational testing to take place and reflecting the end-user's operational environment and configuration where the end-user is conducting the test. The Laboratory shall have at least one of each of the "M" Computing seat hardware platform types and operating systems. Upon request by the Government, the Contractor shall make available in the Laboratory any hardware platform still deployed. In addition, the Laboratory shall include adaptive equipment for visual, hearing, and physical impairments to ensure that the ACES-provided computers and software are tested for accessibility as referenced in FAR 52.212-5 (specifically 52.222-36, *Affirmative Action for Workers with Disabilities).*
Attachment I-1 –Section 3.9 Temporary Seats, paras. 1-2	The Contractor shall provide temporary seats. Temporary seats shall be billed on a monthly basis. Previously issued systems may be used for temporary seats provided they have one (1) year or greater of the remaining useful life, in accordance with the technology refresh Service Level.	The Contractor shall provide a means for obtaining ACES seats on a temporary basis. (See Section 5.0, *Seat Services*, for descriptions of ACES seats.) The Contractor shall make adjustments to equipment availability contingent upon the projected future volume of temporary seat requests. The customer will indicate a start and end date in each temporary seat request. A temporary seat shall be billed on a monthly basis until the arrival of the end date, after which the Contractor shall pick up the seat and stop the monthly billing for the seat.

		To fulfill temporary seat requests, the Contractor shall deliver systems that meet the requirements of the seat type ordered and that have one (1) year or greater of remaining useful life, defined as the time until the asset transition value of the asset has reached zero or the asset with residual value is no longer functional, if available. If the Contractor has no such systems available, the Contractor shall deliver an "S" seat as a temporary seat, unless the customer withdraws the temporary seat request. Temporary seats shall be delivered in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SD-13 and SD-14).
Attachment I-1 –Section 3.10 Support for Telecommuters, Travelers, and Off-Site End-users	3.10 SUPPORT FOR TELECOMMUTERS AND TRAVELERS	3.10 SUPPORT FOR TELECOMMUTERS, TRAVELERS, AND OFF-SITE END-USERS
Attachment I-1 –Section 3.10 Support for Telecommuters, Travelers, and Off-Site End-users, para. 1	The Contractor shall ensure that telecommuters (i.e., ACES end-users who work from a remote location), travelers (ACES end-users at a non-NASA temporary duty location), or other off-site/near-site ACES end-users (ACES end-users whose permanent duty station is outside of the perimeter of a NASA Center or Facility) experience minimal interruption of services at the remote location and their return to service level is consistent with their subscribed return to Service Level. If unique circumstances exist that precluded the Contractor's ability to provide service in accordance with the end-user's subscribed Service Levels, the Contractor shall provide a justification and metrics waiver request to the ACES local	The Contractor shall ensure that telecommuters (i.e., end-users who work from a remote location), travelers (end-users at a NASA or non-NASA temporary duty location), and other off-site/near-site end-users (those whose permanent duty station is outside the perimeter of a Center) experience minimal interruption of services at the remote location for services within the Contractor's scope. (Note: Every NASA employee is a potential telecommuter and may request authorization to telecommute at any time and for any given timeframe.) The Contractor shall maintain Return To Service levels consistent with the seat subscription for travelers at

	TM.	NASA facilities. If unique circumstances exist that preclude the Contractor's ability to provide service in accordance with the end-user's subscribed Service Option, the Contractor shall provide a justification and metrics waiver request to the ACES CTM. The Contractor shall not perform activities at an end-user's personal residence.
Attachment I-1 –Section 3.10 Support for Telecommuters, Travelers, and Off-Site End-users, para. 2, sentence 1	…these end-users if possible.	…these end-users.
Attachment I-1 –Section 3.10 Support for Telecommuters, Travelers, and Off-Site End-users, para. 2, sentence 4	The ACES end-user…	The end-user…
Attachment I-1 –Section 3.10 Support for Telecommuters, Travelers, and Off-Site End-users, para. 3		Added new para. 3: The Contractor shall provide the same level of support to end-users visiting other Centers as they would receive at their home Center.
Attachment I-1 –Section 3.10.1 Support for Off-Site End-Users		Added new Section 3.10.1 Support for Off-Site End-Users
Attachment I-1 –Section 3.11 Return to Service Surcharge, para. 1, sentence 1	The Contractor shall (with TM concurrence) charge a Return To Service Surcharge (RTSS) if a physical desk-side visit is required to restore an ACES seat to an operable condition as a result of an end-user doing any of the following without a valid waiver:…	The Contractor shall (with ACES CTM concurrence) charge a Return To Service Surcharge (RTSS) if a physical desk-side visit is required to restore an ACES seat to an operable condition as a result of an end-user performing any of the following actions without a valid waiver:…
Attachment I-1 –Section 3.11 Return to Service Surcharge (a)	a. Installing or attempting to install on an ACES seat software that is incompatible with the ACES software standard load.	a. Installing or attempting to install on an ACES seat Support Level 3 software that is incompatible with the ACES software Standard Load.
Attachment I-1 –Section 3.11 Return to Service	c. Performing any improper actions that result…	c. Performing any action that results…

Surcharge (c)		
Attachment I-1 –Section 3.11 Return to Service Surcharge (d)	d. Performing any other action that causes the seat to become unstable or inoperable.	d. Performing any other action against the established policy that causes the seat to become unstable or inoperable.
Attachment I-1 –Section 3.11 Return to Service Surcharge, para. 3, sentence 2	The ACES local TM will review the RTSS assessment request, including discussing with the affected end-user(s) as necessary, and will approve or disapprove the Contractor's invoice.	The ACES CTM will review the RTSS assessment request and will authorize valid charges for invoicing.
Attachment I-1 –Section 3.11 Return to Service Surcharge, para. 5, sentence 1 (a)	a. Computer Seat RTSS – Applies only to computing seats. The Contractor shall propose the Computer Seat RTSS per seat.	e. Computing Seat RTSS – Applies only to Computing seats (see Section 5.1, *Computing Seats*). The Contractor shall propose the Computing seat RTSS per seat.
Attachment I-1 –Section 3.11 Return to Service Surcharge (f)	b. Mobile Seat RTSS – Applies only to mobile computing and cell phones seats. The Contractor shall propose the Communication Seat RTSS per seat.	f. Cellular Seat RTSS – Applies only to Cellular seats (see Section 5.2, *Cellular Seats*). The Contractor shall propose the Cellular Seat RTSS per seat.
Attachment I-1 –Section 3.11 Return to Service Surcharge (g)	c. Software RTSS – Applies when a remote management tool (e.g., Short Message Service (SMS), Patchlink, Anti-Virus software) has been disabled by an end-user and a re-installation of re-activation is required.	g. Software RTSS – Applies when a remote management tool (e.g., Software Management System, Patchlink, and Anti-Virus software) has been disabled by an end-user and a re-installation or re-activation is required.
Attachment I-1 –Section 3.11 Return to Service Surcharge	When a Wipe and Load is required to return a seat to service, the Contractor shall coordinate a time with the end-user to perform the Wipe and Load. The Contractor shall use standard Wipe and Load maintenance tools, processes, and procedures designed to provide the Contractor with: a. The health status of the seat, clearly and concisely indicating what the problem(s) are that forced the Contractor to perform the Wipe and Load. b. The capability to wipe (erase all information) the seat and bring the	Moved Wipe and Load requirements to new Section 3.12 – *Wipe and Load Services*, and expanded requirements.

	seat back to a fully functional baselined configuration.	
Attachment I-1 –former Section 3.12 Excess Mobile Device Usage		Moved requirements to Section 5.2 Cellular Seats and clarified requirements.
Attachment I-1 –Section 3.13 Elevated User Privileges, para. 1	End-user access with elevated privileges includes any access to the computer that allows the end-user to install, upgrade, significantly change, or patch software, including the computer's operating system. The Contractor shall allow elevated user privileges on ACES seats as long as the requestor is authorized by the Center CIO. In all instances, the Contractor is responsible for providing all subscribed system administration services.	End-user access with elevated privileges includes any access to the computer that allows the end-user or designee to install, upgrade, significantly change, or patch software (including the computer's operating system). The Contractor shall allow elevated user privileges on ACES Computing seats (see Section 5.1, *Computing Seats*) only as authorized by the Agency CIO or designee, in accordance with NASA Information Technology Requirement (NITR) 2810-14, *Managing Elevated User Privileges on NASA Desktop and Laptop Computers*. The end-user conducting the installation, upgrade, significant change, or patching is responsible for the added software and its associated risk consistent with Section 3.11, *Return To Service Surcharge*. If the newly installed, upgraded, significant changed, or patched software does not change the security controls, the Contractor shall continue to be responsible for the associated IT System Security Plan. In all instances, the Contractor is responsible for providing all subscribed system administration services described in Section 5.1.6.3.7, *System Administration*.
Attachment I-1 –Section 3.13 Elevated User Privileges, para. 2	The Contractor shall establish and maintain procedures that provision elevated user privileges. In the event performance issues stem from non-ACES personnel having elevated user privileges, the	The Contractor shall follow procedures as established by the local Office of the CIO for provisioning elevated user privileges in accordance with NITR 2810-14. In the event performance issues stem from

	Contractor shall provide a justification and metrics waiver request to the ACES local TM.	non-ACES personnel having elevated user privileges, the Contractor shall provide an explanation and metrics waiver request to the ACES CTM. The Contractor shall perform a monthly validation of its list of end-users or designees who have elevated user privileges with the list maintained by the Agency OCIO.
Attachment I-1 –Section 3.14 Support for Special Events, para. 1	The Contractor shall provide technical support and infrastructure for special events (e.g., Open Houses, technology expositions, and senior management meetings) as identified by the ACES COTR, ACES local TM, or designee. The Contractor shall provide help desk support such that trouble tickets for these events are automatically escalated to priority services. The special events trouble tickets shall not be counted against the priority service percentages. The Contractor shall work closely with the ACES COTR or ACES local TM to coordinate remote event support.	The Contractor shall provide IT support for special events (e.g., Open Houses, technology expositions, and senior management meetings) as identified by the ACES COTR, ACES CTM, or designee. The Contractor shall escalate trouble tickets for these events to priority services. The special events trouble tickets shall not be counted against the priority service percentages. The Contractor shall work closely with the ACES COTR or ACES CTM to coordinate remote event support.
Attachment I-1 –Section 3.15 Enhanced Support Services, para. 1		Enhanced Support Services are intended as an augmentation to the Standard System Administration services provided under the ACES seats as well as a vehicle for the Government to acquire computer support for other functionality. For periods greater than 1 month, the Government will provide office space, in close proximity to the end-users being served, for the individual performing the Enhanced Support Services.
Attachment I-1 –Section 3.15 Enhanced Support Services, para. 2		Deleted the following categories: a. Basic Technician Services b. Intermediate Technician Services c. Advanced Technician

		Services d. Basic System Administrator Services e. Intermediate System Administrator Services f. Advanced System Administrator Services Added the following categories: a. Basic Microsoft Operating Systems Analysis Services b. Advanced Microsoft Operating Systems Analysis Services c. Basic Apple Operating Systems Analysis Services d. Advanced Apple Operating Systems Analysis Services e. Basic Linux Operating Systems Analysis Services f. Advanced Linux Operating Systems Analysis Services g. Basic UNIX Operating Systems Analysis Services h. Advanced UNIX Operating Systems Analysis Services
Attachment I-1 –Section 3.15 Enhanced Support Services (i) (Basic Data Base Administration Services)	g. Provides expertise in the design, implementation, and maintenance of complex databases with respect to Job Control Language (JCL), access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Services includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design.	i. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems area as well as Government project managers.
Attachment I-1 –Section 3.15 Enhanced Support Services (j) (Advanced Data Base Administration Services)	h. Provides all activities related to the administration of computerized databases. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems area as well as Government project managers	j. Provides expertise in the design, implementation, and maintenance of complex databases, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Services includes maintenance of database

		dictionaries, overall monitoring of standards and procedures, and integration of systems through database design.
Attachment I-1 –Section 3.15 Enhanced Support Services (k) (Basic Network Peripheral Technician Services), sentence 3	i. ...user...	k. ...end-user...
Attachment I-1 – Section 3.16 Early Seat Refresh		Added new Section 3.16 Early Seat Refresh.
Attachment I-1 – Section 3.17 Data Center Services		Added new Section 3.17 Data Center Services
Attachment I-1 – Section 3.18 Software Licensing Continuation		Added new Section 3.18 Software Licensing Continuation
Attachment I-1 –Section 3.19 Other General Services	3.16 Other General Services	3.19 Other General Services
Attachment I-1 –Section 3.19 Other General Services, para. 1	The Contractor shall provide the following technical services as individually fixed-priced, end-user selectable services: a. Enhanced support services as defined by Attachment 10, *Schedule of Fully Burdened Labor Rates*. b. Sanitization of non-ACES devices in accordance with NIST SP 800-88 and NASA ITS-SOP-0035. (Note: Sanitization of ACES devices shall be included as part of the Contract price.) c. Wireless aircard. d. Data transfer. e. Installation of internal and external non-ACES peripherals to ACES computers. (This installation shall include any driver and cables (cables will be provided by the end-user) necessary to support the peripherals.)	The Contractor shall provide the following technical services as individually fixed-priced services: a. RTSS's for Computing seat, Cellular seat, and software. (See Section 5.1, *Computing Seats*, and Section 5.2, *Cellular Seats*, for descriptions of Computing seats and Cellular seats.) b. Sanitization of non-ACES devices in accordance with NIST SP 800-88 and NASA ITS-SOP-0035. (Note: Sanitization of ACES devices shall be included as part of the Contract price.) c. Installation of internal and external non-ACES peripherals to ACES computers. (This installation shall include any driver and cables (cables will be provided by the end-user) necessary to support the peripherals.) d. Data transfer from an ACES to a non-ACES supported system, or from a non-ACES to

		an ACES supported system. e. Wireless broadband cellular aircard service (including aircard) with unlimited data plan. f. Means to respond to a service request during Non-Prime Time hours. When Non-Prime Time service is requested, the Contractor shall request ACES CTM authorization to proceed, in accordance with Center procedures and Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-15). If the service request is authorized, the Contractor shall notify the end-user, initiate work, in accordance with Attachment I-3 (SLA Target SD-16), and work until the system is returned to service or an end-user acceptable solution is achieved. The Contractor shall notify the ACES CTM of completion of the work. g. Additional VTS meeting participants over 200 participants. (See Section 5.5, *Virtual Team Service (VTS) Seat*, for description of the VTS seat.) h. Black and White (B&W) cost per copy over monthly volume band for Network Peripheral Seats (see Section 5.4, *Network Peripheral Seats*). i. Color cost per copy over monthly volume band for Network Peripheral Seats (see Section 5.4, *Network Peripheral Seats*). j. Excess cellular services usage (see Section 5.2, *Cellular Seats*).
Attachment I-1 –Section 3.19 Other General Services, para. 2	The Contractor shall provide the capability to affect an early seat refresh (i.e., replace the seat before its scheduled refresh date).	Moved early seat refresh requirements to new Section 3.16 Early Seat Refresh.

	(Note: Early technology refresh shall not count toward satisfying the technology refresh SLA.)	
Attachment I-1 – Section 3.20 Customer Relationship Management (CRM) and Outreach		Added new Section 3.20 Customer Relationship Management (CRM) and Outreach.
Attachment I-1 – Section 3.21 Response to Information and Audit Requests		Added new Section 3.21 Response to Information and Audit Requests.
Attachment I-1, PWS Section, 3.22 Support for Federal Initiatives		Added Section 3.22 Support for Federal Initiatives
Attachment I-1, PWS Section 3.23 Software Refresh Portal		Added Section 3.23 Software Refresh Portal
Attachment I-1 –Section 4.0 Base Services, para 1	The Contractor shall provide base services (tied to individuals rather than devices) to all NASA employees (contractor and civil service) and authorized personnel…	Rewrote para 1
Attachment I-1 –Section 4.0 Base Services, bullet list	a. Enhanced support services as defined by Attachment 10, *Schedule of Fully Burdened Labor Rates.* b. Sanitization of non-ACES devices in accordance with NIST SP 800-88 and NASA ITS-SOP-0035. (Note: Sanitization of ACES devices shall be included as part of the Contract price.) c. Wireless aircard. d. Data transfer. Installation of internal and external non-ACES peripherals to ACES computers. (This installation shall include any driver and cables (cables will be provided by the end-user) necessary to support the peripherals.)	a. <u>E-mail and collaborative calendaring services</u>: The Contractor shall provide e-mail and collaborative calendaring services (e.g., Client Access License (CAL) and Live Communication Server (LCS) license, and e-mail storage). b. <u>Active Directory services</u>: The Contractor shall provide Active Directory services (e.g., domain account, group management, group policy object development, and deployment). c. <u>Loaner pool management</u>: The Contractor shall manage all ACES devices designated as loaners. d. <u>Print queue infrastructure management</u>: The Contractor shall provide and manage the infrastructure needed to support network peripherals (e.g., create and maintain all print queues and associated infrastructure for

		ACES and non-ACES printing devices). e. Security management: The Contractor shall provide and manage IT security, data at rest services, physical security, emergency management, and emergency preparedness and response for all services. f. Software license management: The Contractor shall provide a fully managed and supported shared license infrastructure, including management of the distribution of all Government-provided software licenses under the authorization of the ACES CTM. g. Instant Messaging services: The Contractor shall provide Instant Messaging (IM) services for NASA. h. Two-factor user authentication token distribution: The Contractor shall provide registration authority functionality for the issuance of authentication credentials and digital certificates as well as the distribution of two-factor authentication hardware tokens.
Attachment I-1 –Section 4.0 Base Services, para. 2		Added new para. 2: The Contractor shall restore Base Services, after an Incident ticket is received, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target IM-1).
Attachment I-1 –Section 4.1 E-mail and Collaborative Calendaring Services		This section has been re-written in the Final RFP, including breaking out two subsections: 4.1.1. NOMAD and 4.1.2. Innovation Approach
Attachment I-1 –Section 4.2 Active Directory Services, para 1	The Contractor shall operate and maintain the NCAD infrastructure. NCAD is a key component of NASA's Identity and Access Management (I&AM) architecture and provides NASA with a single authentication forest for all	The Contractor shall operate and maintain the NCAD infrastructure, as defined by and in accordance with NCAD requirements documents entitled *Baseline SMAD Training Plan, NAF-100 NCAD*

	Windows and Mac users, workstations, and Active Directory aware application resources (e.g., servers). NCAD consists of the following:…	*Concept of Operations*, *NAF-200 NCAD Training Plan*, *NAF-400 SOP-Configuration Change Board*, and *NAF Baseline Requirements*, which are available in the I^{3}P Technical Library for ACES. NCAD is a key component of NASA's Identity, Credential, and Access Management (ICAM) architecture and provides NASA with a single authentication forest for all Microsoft and Apple users, workstations, and Active Directory aware application resources (e.g., servers). NCAD consists of the following:…
Attachment I-1 – Section 4.2 Active Directory Services (a)	a. NASA Authentication Forest (NAF):…	a. NASA Agency Forest (NAF):…
Attachment I-1 –Section 4.2 Active Directory Services (b)	b. Active Directory Management System (ADMS): Collection of servers that comprise the system administration tools for the NAF located at Marshall Space Flight Center (MSFC), Goddard Space Flight Center (GSFC), Johnson Space Center (JSC), and Ames Research Center (ARC).	b. Active Directory Management System (ADMS): Collection of servers that comprise the system administration tools for the NAF. Core locations for ADMS servers are NASA Marshall, NASA Goddard, NASA Johnson, and NASA Ames. A number of individual Centers may maintain a local ADMS server as well.
Attachment I-1 –Section 4.2 Active Directory Services second para. (b)	Effectively	delete
Attachment I-1 –Section 4.2 Active Directory Services (d)	a. Create and maintain Active Directory (AD) accounts for all NASA personnel as requested by the Government. The total number of accounts is expected to be approximately 1.4 times the modified N2 count. The NCAD infrastructure is currently scaled for approximately 70,000 accounts; any growth beyond that number will require expansion of the hardware configuration.	a. Maintain Active Directory (AD) accounts for all NASA personnel as requested by the Government and authorized through the NAMS. The total number of accounts is expected to be approximately 1.2 times the modified N2 count. The NCAD infrastructure currently supports approximately 60,000 accounts and all associated workstation,

	b. Delete NCAD accounts after notification from NAMS. c. Backup each AD structure (e.g., Group Policy Objects and user accounts) daily without end-user service interruption. The retention period is 30 days. d. Deploy replicating Domain Controllers to every NASA Center and Facility. e. Provide near real-time monitoring for: i. Performance. ii. Resource exhaustion. iii. Incident and Problem debugging. iv. Incident and Problem resolution. f. Provide the following IT security services: i. Assessment of the current state of the system including technical configuration and documentation. ii. Ongoing support to meet FAR 1852.204-76, Security Requirements for Unclassified Information Technology Resources. iii. Conduct annual penetration testing. g. Develop, maintain, and execute standard process and workflows for operational activities. h. Provide outreach to the NCAD end-user community for planned and unplanned activities by producing e-mails about system activities, preparing presentations for the sites during migrations and during any major infrastructure change to the NAF, and updating the NCAD Web site. i. Provide an AD that supports FIPS 201 PIV Part 2 validated smartcard authentication at all NASA facilities. j. Provide consistent access control to Agency AD aware resources at all NASA facilities.	server, and policy objects for all Centers and supporting facilities (except JPL). b. Interface with the ICAM team. This will require development effort to accommodate NAMS requirements for autoprovision, modification, and deprovision of accounts and maintenance of all targeted objects in the NAF with NAMS data. Manual maintenance of certain objects will be required until all automated interfaces are complete. When directed by the NAMS interface, provision and deprovision AD accounts in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SD-21 and SD-22). c. Backup each AD structure (e.g., Group Policy Objects and user accounts) daily without end-user service interruption. The retention period for backups shall meet NASA requirements as defined in NPR 1441.1*x*, *NASA Records Retention Schedules*, for this type of data. d. Maintain and upgrade, and deploy additional Domain Controllers and associated management systems, as required, to Centers. The current size of the Directory Information Tree (DIT) is approximately 4 Gigabytes, and shall be able expand up to 50 percent without issue. Growth beyond this will require design review and likely upgrade of the hardware configuration. e. Manage, maintain, and operate all Domain Controllers, management systems and other associated systems, and peripheral equipment. i. Upgrade and replace

	k. Provide consistent accounting/auditing for Agency Active Directory resources at all NASA facilities. l. Provide consistent Configuration Management for Agency Active Directory and resources at all NASA facilities. n. Provide consistent synchronization with the NASA Integrated Service Environment (NISE) infrastructure. o. Provide authentication to the existing Agency-wide and program-specific resources (e.g., Agency Messaging Service, Sharepoint, LCS, SQL Server, SMS). p. Develop and maintain an operational mechanism for the efficient deployment of Agency-issued Active Directory Group Policy. q. Provide consistent Agency-wide reporting methodology for the verification and validation of Active Directory Group Policy. r. Support information security defense in depth policies. s. Integrate authentication service to the NASA e-Authentication project. t. Implement the NASA-defined AD schemas across the NAF. u. Participate in the NCAD Configuration Control Board. v. Have the ability to modify the AD schema to store the identity attributes required by e-Authentication-enabled applications and to enable propagation of authentication of AD to be transferred to NASA e-Authentication-enabled services. w. Provide a central authentication source for supported Mac OS based computers. x. Provide centralized domain membership for workstations and servers.	equipment as needed to meet operational need, e.g. performance, end-of-life issues, geographical expansion, or for growth of the DIT. ii. Maintain vendor or OEM Incident and engineering support appropriate to the criticality of the NCAD service. f. Support use of the management software (currently NetIQ software) on behalf of authorized users. This includes deployment of group policy and other changes per approved workflow, and help desk support for issues related to use of the management software by authorized users. g. Management, maintenance, and authoritative operations of the Domain Name System (DNS) for all records in the DNS namespace "ndc.nasa.gov" "underbar" zones that are related to proper operation of the NAF. This support shall require interface with the Internet Protocol Address Management (IPAM) Operations Team, which is part of the NICS contract. Specifically, the NAF Operations Team will: i. Support delegation for the underbar zones as directed by the IPAM Operations Team and NAF design. ii. Provide appropriate DNS forwarding operations to IPAM services for all queries for which the NAF is not authoritative. h. Provide near real-time monitoring for: i. Performance. ii. Resource exhaustion.

	y. Provide the operations and maintenance of each of these NAF/ADMS servers housed in Center server facilities (domain controllers) and in locations with NISN connectivity (e.g., ADMS). z. Provide day-to-day maintenance and operation of the NAF/ADMS infrastructure to include such activities as hardware maintenance, software patching, system upgrades, and system activity monitoring. aa. Maintain system configuration on both the AD and NetIQ infrastructures and be responsible for implementing any changes to system architecture as directed by NAF/ADMS engineering.	iii. Incident and Problem debugging. iv. Incident and Problem resolution. i. Provide the following IT security services: i. Assessment of the current state of the system including technical configuration and documentation (first assessment following assumption of duties, and yearly thereafter). ii. Ongoing support to meet FAR 1852.204-76, Security Require*ments for Unclassified Information Technology Resources*. iii. Arrange for penetration testing in accordance with Agency requirements.. iv. Provide access to the User Authentication Logs in case of IT security Request. j. Maintain and execute standard processes and workflows for all operational activities. k. Provide outreach to the NCAD end-user community for planned and unplanned activities by producing e-mails about system activities and updating the NCAD Web site. Prepare the NASA community for any major infrastructure changes by developing and delivering presentations for the sites and tailoring those presentations as necessary to describe likely impacts and preparations required. l. Provide an AD that supports FIPS-compliant, NASA-approved Smartcard authentication at all Centers. m. Provide consistent access control to Agency AD aware resources at all NASA facilities.

		n. Provide consistent accounting/auditing for Agency Active Directory resources at all NASA facilities. o. Provide consistent Configuration Management for Agency Active Directory and resources at all NASA facilities. p. Provide consistent synchronization with the NASA Integrated Service Environment (NISE)ICAM infrastructure. q. Provide authentication to for the existing Agency-wide and program-specific resources that utilize AD native capabilities (e.g., Agency Messaging Service, Sharepoint, LCS, SQL Server, and Short Message Service (SMS)). r. Develop and maintain an operational mechanism for the efficient deployment of Agency-issued Active Directory Group Policy. s. Provide consistent Agency-wide reporting methodology for the verification and validation of Active Directory Group Policy. t. Support information security defense in depth policies. u. Implement the NASA-defined AD schemas across the NAF. v. Participate in the NCAD Configuration Control Board. w. Provide a central authentication source for supported non-Microsoft based computers. x. Provide centralized domain membership for workstations and servers. y. Provide the operations and maintenance of all NAF/ADMS/Security Monitoring for Active Directory (SMAD) servers housed in Center server facilities (domain controllers) and in locations with NISN connectivity (e.g.,

		ADMS). i. Infrastructure support is twenty-four (24) hours by seven (7) days by three-hundred and sixty-five (365) days/year. z. Provide day-to-day maintenance and operation of the NAF/ADMS/SMAD infrastructure to include such activities as hardware maintenance, software patching, system upgrades, and system activity monitoring. i. Complete installation of all patches in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SMS-1 and SMS-2), unless otherwise specifically directed by NASA. aa. Maintain system configuration on both the NAF/ADMS/SMAD infrastructures and implement any changes to system architecture as directed by NAF/ADMS/SMAD engineering. bb. Develop Operational Level Agreements (OLAs) between ACES and other contractors and contracts, with NASA concurrence, to support delivery of service to end customers. cc. Refresh NCAD infrastructure (see listing in the I3P Technical Library for ACES) so that each piece of NCAD equipment never exceeds five (5) years of age. All system modifications and upgrades shall be reviewed and approved by the NCAD Configuration Control Board and documented in the change request system.
Attachment I-1 –Section	Near real-time	Continuous real-time

4.2 Active Directory Services, second para. (h)		
Attachment I-1 –Section 4.3 Loaner Pool Management	The Contractor shall offer loaner pool management services for all desktop, laptop, and mobile computing device seats. The Government will identify seats as "loaners," which the Contractor shall manage as loaner devices. The primary use of these loaners is for employee travel, special projects, and assignment of shared devices. The Contractor shall provide loaner drop-off/pick-up services at up to three Government-specified sites per NASA facility. The Contractor shall establish an online loaner pool tracking and sign-out system that is approved by the Government. After return of the loaner, the Contractor shall restore the device to the Agency standard configuration. The Contractor shall provide the following services for ACES seats that are identified as "loaners:" a. Maintain Agency standard load to NASA-STD-2804x. b. Maintain software ordered through the APC in addition to the standard load c. Recharge and/or exchange batteries d. Set up and provide guidance for remote access client (e.g., Virtual Private Network (VPN)) e. Ensure end-user-specific configurations are in place before loaner is issued (including the NASA Public Key Infrastructure (PKI) certificates or other user credentials) f. Sanitize end-user data from the loaner device before the loaner is returned to the loaner pool.	The Contractor shall offer loaner pool management services for all Computing, Cellular, Pager, and Network Peripheral seat types. All types of seats ("S", "M", "B", and Multi-Functional Devices (MFD) Seats) with a hardware platform can be purchased and designated for the loaner pool. The loaner pool management service in the Base Services provides for the management and distribution of these seats. The Government will identify seats as "loaners" to be managed by the Contractor. The loaner seats will be subscribed to by the customer through the ESRS. The customer will designate which Center organizational unit(s) will have access to the seat. The Contractor shall be responsible for staffing, equipping, and managing the Loaner Pool. Each loaner seat shall be managed in accordance with the seat type ordered. The costs to maintain the seat are paid through the seat subscription. The cost associated with Section 4.3 is only for the Loaner Management services as defined in this section. The Contractor shall provide short-term MFD support on an as-needed basis. The Contractor shall deliver (including all appropriate supplies), install, set-up, ensure the short-term MFD is operational and removal of equipment after the event. Short-term MFD support may

		be required in a variety of geographical locations (e.g. conference support at hotels and locations off-center). The Contractor shall account for after-hours and weekend delivery and/or pick-up. 4.3.1 Loaner Pick-up and Drop-off The Contractor shall provide loaner pick-up/drop-off services at up to three Government-specified sites per Center as locations for end-users to pick up and drop off loaner devices. The Contractor shall make loaners available for pickup, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-23). Customer-requested pickups with less than the required advance notice may be charged as a critical uplift, if pre-approved by the ACES CTM (as documented in a written communication to the Contractor). The Contractor shall document the justification for critical uplift in the ticket. 4.3.2 Loaner Services The Contractor shall provide the following services for ACES seats that are identified as "loaners:" a. Maintain Agency software Standard Load to NASA-STD-2804*x*. b. Maintain software ordered through the APC in addition to the Standard Load. c. Recharge and/or exchange batteries. d. Ensure end-user-specific configurations are in place

		before loaner is issued (including the NASA Public Key Infrastructure (PKI) certificates or other user credentials). e. Assist customers with set-up and operation of the loaner seat (e.g., remote access client (e.g., Virtual Private Network (VPN)), as needed. f. When a loaner seat is returned by the customer, sanitize end-user data from the loaner device, then return the loaner to the Loaner Pool. 4.3.3 Loaner Tracking The Contractor shall establish an online Loaner Pool tracking/request/sign-in/sign-out system that is approved by the Government. The Contractor shall use this tracking system to maintain the current status of all seats in the Loaner Pool. Records kept shall include the beginning and ending dates of each loan and the name of the person to whom each device was loaned. The Contractor shall also compile summary usage data for each type of loaner seat and each peripheral device. This status, loan history, and summary usage data shall be available to the ACES CTM or designee through online, read-only access. 4.3.4 Loaner Peripherals All peripherals that come standard with a loaner device shall be provided with the loaner seat. In addition, the customer may request any or all of the following peripherals (e.g., international power adapter and extra batteries) that are compatible with or

		designed for the seat to accompany the loaner seat in the Loaner Pool.
Attachment I-1 –Section 4.4 Print Queue Infrastructure Management	The Contractor shall create and manage print queues for all ACES- and other Government-provided printers. The Contractor shall process requests to restrict end-user access to print queues.	The Contractor shall create (in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-24)) and manage print queues and associated infrastructure for all ACES Network Peripheral seats and other network printers and multi-functional devices. The Contractor shall process requests to restrict end-user access to print queues. The Contractor shall clear print jobs that become held in the queue, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-25).
Attachment I-1 –Section 4.5.1 IT Security former (a)-(b)	a. Include an IT Security section in Attachment 19, *Management Plan*, that addresses how the Contractor will develop, implement, and maintain IT Security, as specified by NASA IT Security Standard Operation Procedures (ITS SOP) ITS-SOP-0018, *Contract IT Security Program Plan Procedures*. This IT Security section shall describe the processes and procedures that will be followed to ensure the security of IT resources that are developed, processed, or used under the ACES contract. b. Apply and report on critical vulnerability patches to all systems under their control in accordance with ITS-SOP-12, *Patch Selection and Reporting Procedures*. In addition, the Government may require additional patches to be deployed on an emergency basis.	Deleted former bullets (a) and (b).
Attachment I-1 –Section 4.5.1 IT Security (a)	c. Implement and maintain a NASA enterprise-wide anti-malware solution (including anti-virus, anti-spyware, and anti-adware) for desktops and laptops	a. Implement and maintain a NASA enterprise-wide anti-malware solution (including anti-virus, anti-spyware, and anti-adware) for desktops and

	that provides automated updates of anti-malware signatures to clients at least once every 24 hours, software updates to anti-malware clients, and automated centralized logging and reporting. The Contractor shall not install any equipment that cannot use the anti-malware solution or for which no anti-malware software exists, unless a NASA-approved waiver is obtained in accordance with NASA policy and procedures. Reporting from the anti-malware solution shall be in a common, parseable, electronic format (preferably Extensible Markup Language (XML)), at a minimum weekly, to the NASA SOC, in accordance with NASA policies and procedures.	laptops that provides automated updates of anti-malware signatures at least once every 24 hours, software updates, and automated logging and reporting. Reporting from the anti-malware solution shall be in a common, parseable, electronic format (preferably Extensible Markup Language (XML)), at a minimum weekly, to the NASA SOC, in accordance with NASA policies and procedures.
Attachment I-1 –Section 4.5.1 IT Security (c)	e. Deploy patches.	c. Deploy patches as follows, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SMS-4 and SMS-5): i. Patch all ACES-provided/managed end-user systems and ACES-managed servers with applicable patches and hot-fixes to address functionality, stability, and security issues. ii. Successfully test all patches, before deployment, in an environment commensurate with the operating environment. iii. Apply to ACES-provided/managed end-user systems and ACES-managed servers all patches classified by the operating system or software vendor as "medium" or "low," or vendor-defined equivalent, if deemed necessary by the Information System Owner

		(ISO) and according to a schedule determined by the ISO. iv. Use other mitigation tools and capabilities (such as firewall rules) when appropriate to protect ACES-provided/managed end-user systems and ACES-managed servers until patches can be applied. v. For ACES-provided/managed end-user systems and ACES-managed servers in a configuration freeze, follow mission management direction if mission management decides to adjust the patch deployment schedule in accordance with mission requirements.
Attachment I-1 –Section 4.5.1 IT Security		Added bullets (d) – (f): d. Provide access to the (unencrypted) user Desktop Files and Logs in case of IT security incident requests. e. Ensure compliance of ACES systems with Agency-mandated security configurations (e.g., Federal Desktop Core Configuration (FDCC)), in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SMS-6). f. Maintain low frequency of ACES-related security Incidents reported by the NASA SOC, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SMS-7). g. Identify an IT Security point of contact per Center. h. Ensure that each ACES information system provided or managed under the Contract is covered by an IT System Security Plan. In accordance

		with Addendum 1, *CF PWS*, the Contractor shall manage security and shall obtain C&A for the information systems listed in Table 4.5.1-1, *List of Systems for Which C&A is the Contractor's Full Responsibility.* The Contractor shall ensure on-time completion of C&A POA&M items, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SMS-3). Costs for independent Third Party certification (including system recertification every three (3) years and upon significant system change) shall be covered under Base Services. The Contractor shall obtain Government approval for each Third Party contractor to perform certifications. The Contractor shall consolidate the NAF and SMAD IT System Security Plans into one Plan, to reflect one information system that covers both NAF and SMAD.
Attachment I-1 –Section 4.5.1 IT Security, Table 4.5.1-1 List of Systems for Which C&A is the Contractor's Full Responsibility		After para. 1, added new Table 4.5.1-1 List of Systems for Which C&A is the Contractor's Full Responsibility
Attachment I-1 – Section 4.5.2 Data At Rest (DAR) Services		Added new Section 4.5.1 Data At Rest (DAR) Services
Attachment I-1 –Section 4.5.3 Physical Security	The Contractor shall implement a comprehensive security program consistent with NASA and Center/Facility-specific regulations and procedures for the performance of the ACES contract and the protection of assets and equipment that process NASA data.	The Contractor shall implement a comprehensive physical security program consistent with NASA and Center-specific regulations and procedures for the performance of the Contract and the protection of assets and equipment that process NASA data. These regulations and procedures include NPR 1620.3, *Physical Security Requirements for NASA Facilities and Property;*

		NPD 1600.2*x*, *NASA Security Policy*; and NPR 1600.1, *NASA Security Program Procedural Requirements.*
Attachment I-1- Section 4.5.2.2 *Current DAR Solution*, 1sentence	mobile devices	external memory devices (e.g., thumb drive, external hard drive)
Attachment I-1 –former Section 4.5.3 Security Requirements For Unclassified Information Technology Resources		Deleted former Section 4.5.3.
Attachment I-1 –Section 4.5.4 Emergency Management, para. 1	The Contractor shall provide a Disaster Recovery/Continuity of Operations Plan for each Center in accordance with NASA's policies and procedures (i.e., NIST SP 800-53, Rev. *x*). The Contractor shall comply with local Center and Facility emergency management plans. The Contractor shall conduct training in emergency management operations for all applicable personnel in accordance with Attachment 2, *Data Requirements Document*, DRD IT-007.	The Contractor shall provide a Disaster Recovery/Continuity of Operations Plan for each Center in accordance with NASA's policies and procedures (i.e., NIST SP 800-53, Rev. *x*, *Recommended Security Controls for Federal Information Systems and Organizations*). The Contractor shall comply with Center emergency management plans. The Contractor shall ensure that all applicable personnel are trained in emergency management operations in accordance with Attachment I-2, *DPD*, DRD IT-05, *Continuity of Operations Plan.*
Attachment I-1 – Section 4.5.4 Emergency Management, para. 2, sentence 3	For every information system, the Contractor shall develop, test, implement, and maintain contingency plans; establish clear roles and responsibilities for COOP; and provide COOP training to all applicable Contractor personnel in accordance with NIST and other Federal guidance, NASA policy, and the NASA Organization Defined Values for NIST SP 800-53 (Rev. x) Security Controls.	For every information system, the Contractor shall develop, test, implement, and maintain contingency plans; establish clear roles and responsibilities for COOP; and provide COOP training to all applicable Contractor personnel in accordance with NPR 1040.1, *NASA Continuity of Operations (COOP) Planning Procedural Requirements.*
Attachment I-1 – Section 4.5.5 Emergency Preparedness and Response		Added new Section 4.5.5 Emergency Preparedness and Response
Attachment I-1 –Section 4.6 Software License Management, para. 1,	Licensed Software falls into three general categories:…	The Contract includes three general categories of licensed software:…

sentence 1		
Attachment I-1 –Section 4.6 Software License Management, para. 2	The Contractor shall develop and implement a comprehensive software management program. This program will keep track of all software purchased or provided via the Contractor at both a Center and Agency level. The Contractor shall manage the distribution of all Government-provided software licenses under the authorization of the ACES local TM. Licenses provided to this service for management, or purchased through it, remain the property of NASA. For system administration purposes, this software is considered Support Level 2 (Section 3.2.2, *Support Level 2: Agency-Provided and Licensed Software*).	The Contractor shall develop and implement a comprehensive software management program that supports the above three categories. This program shall track all software purchased or provided via the Contractor at both a Center and Agency level. The Contractor shall manage the distribution of all Government-provided software licenses that the ACES CTM identifies. The Contractor will be expected to work with the GAPM to deal with non-Center issues and to work with the ACES CTM to handle local distribution. All Government-provided licenses that are managed by the Contractor and licenses that are purchased via the Contract will remain the property of NASA. For system administration purposes, the Government-provided or Government-purchased software is considered Support Level 2 software (see Section 3.2.2, *Support Level 2: Agency-Provided and Licensed Software*).
Attachment I-1 –Section 4.6 Software License Management (d)	a. Performance and security monitoring.	d. Performance and security monitoring and associated mitigation activities. The security monitoring required for license management shall be consistent with the Desktop IT System Security Plan that will be required under the Contract, in accordance with Addendum 1, *CF PWS*, and Attachment I-2, *DPD*, DRD CF-02, *Information Technology (IT) System Security Plan (SSP).*
Attachment I-1 –Section 4.6 Software License Management (g)	d. Implementation and maintenance of updates, corrections, and enhancements to subscription services and license managers.	g. Implementation and maintenance of updates/upgrades to subscription services and license managers.

Attachment I-1 –Section 4.6 Software License Management (j)	c. Ensure that all commercially released upgrades, enhancements, and patches (non-security) are installed. The Configuration Control Board (CCB) process shall be used to govern the schedule should delays be necessary.	j. Ensure that all commercially released updates/upgrades and patches (non-security) are installed in accordance with Agency requirements for scheduling and Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-26).
Attachment I-1 –Section 4.6 Software License Management (l)	e. Install and make updates to the licensed software at times that will not affect end-user productivity.	l. Install and make updates to the licensed software at times that will minimize the impact on end-user productivity.
Attachment I-1 –Section 4.6 Software License Management (n)		Added new bullet (n): Offer and manage a pilot program for software updates/upgrades and patches, in accordance with Agency requirements for selection of updates/updates and patches for piloting, as well as scheduling.
Attachment I-1 –Section 4.6 Software License Management (p)	h. Assure that all operational licensed software modifications are installed, secure, work as expected, and free of detected problems.	p. Ensure all operational licensed software modifications are installed, secure, operational as expected, and free of detected Problems.
Attachment I-1 –Section 4.6 Software License Management (q)	i. …performance monitor.	q. …ACES CTM.
Attachment I-1 –Section 4.6 Software License Management (t)	l. Perform Configuration Management of all licensed software, standard operating procedures, and documentation developed or maintained by and for the ACES contract.	t. Perform Configuration Management of all licensed software, standard operating procedures, and software license management documentation developed or maintained by and for the Contract; update software license management documentation after update/upgrade installation is completed, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-27).

Attachment I-1 –Section 4.6 Software License Management (x)-(y)		Added new bullets (x) and (y): x. In the event an end-user needs a Licensed Software update/upgrade to be installed on their ACES seat earlier than the schedule determined by the CCB in order to maintain interoperability with a partner, and the end-user obtains the ACES CTM's approval, the Contractor shall: i. Negotiate with the ACES CTM and the end-user on an accelerated update/upgrade schedule for that end-user and that software. ii. Provide such update/upgrade according to the agreed upon accelerated schedule. iii. Track accelerated updates/upgrades at the Center and Agency level. y. In the event an end-user needs to avoid a Licensed Software update/upgrade that has been scheduled by the CCB in order to maintain interoperability with a partner, and the end-user obtains the ACES CTM's approval, the Contractor shall: i. Negotiate with the ACES CTM and the end-user on an decelerated update/upgrade schedule for that end-user and that software. ii. Provide such update/upgrade according to the agreed upon decelerated schedule. iii. Track decelerated updates/upgrades at the Center and Agency level.
Attachment I-1 – Section 4.7 Instant Messaging Services		Added new Section 4.7 Instant Messaging Services.

Attachment I-1 – Section 4.8 Two-Factor User Authentication Service Distribution		Added new Section 4.8 Two-Factor User Authentication Service Distribution.
Attachment I-1 – Section 5.0 Seat Services	5 Seat Model and Peripherals	5 Seat Services
Attachment I-1 – Section 5.0 Seat Services (a)	a. Installs, Moves, Adds, and Changes (IMACs), which are an integral part of each ACES seat, as defined and required below (with the IMAC pricing included in the base seat cost).	a. Installs, Moves, Adds, and Changes (IMACs) (including seat desubscriptions), as defined and required below (with the IMAC pricing included in the base seat cost).
Attachment I-1 – Section 5.0 Seat Services (a) (i)	i. An install is a deployment of new and temporary computing or mobile computing seats as well as final removal of the seat.	i. An install is a deployment of new and temporary Computing, Cellular, Pager, and Network Peripheral seats.
Attachment I-1 – Section 5.0 Seat Services (a) (ii)	ii. …including temporary storage en route…	ii. …including preservation of end-user data and temporary storage en route…
Attachment I-1 – Section 5.0 Seat Services (a) (iii)	Augmentations to a seat….	Augmentations to a seat at the desk sight location…
Attachment I-1 – Section 5.0 Seat Services (a) (iv)	iv. …Service Level…	iv. …Service Option (e.g., change to the Return To Service level)…
Attachment I-1 – Section 5.0 Seat Services (a) (v)		Added new bullet (v): A desubscription occurs when an ACES seat is deleted.
Attachment I-1 – Section 5.0 Seat Services (a) (Requirements)		Requirements: The Contractor shall:…
Attachment I-1 – Section 5.0 Seat Services (a) (vi)	i. The Contractor shall execute…	vi. Execute…
Attachment I-1 – Section 5.0 Seat Services (a) (vii)	ii. The Contractor shall acknowledge…	vii. Acknowledge…
Attachment I-1 – Section 5.0 Seat Services (a) (viii)		Added new bullet (viii): Coordinate with Center movers to schedule moves.
Attachment I-1 – Section 5.0 Seat Services (a) (ix)	iii. The Contractor shall complete IMAC requests.	ix. Complete IMAC requests in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SD-28, SD-29, SD-30, and SD-31).
Attachment I-1 – Section 5.0 Seat Services (a) (x)	iv. The Contractor shall process the closure of IMAC requests in ESRS.	x. Process the closure of IMAC requests in the ESRS.
Attachment I-1 – Section 5.0 Seat Services (b), para. 1, sentence 4	…detail its planned end-user training approach in Attachment 19, *Management Plan*, prepared in	…detail its planned end-user training approach in Attachment I-19, *Management*

	accordance with Attachment 2, *Data Requirements Document*, DRD MA-001.	*Plan*, prepared in accordance with Attachment I-2, *DPD*, DRD MA-01, *Management Plan.*
Attachment I-1 – Section 5.0 Seat Services (b), para. 2	The Contractor shall offer through the APC a range of training courses covering the breadth of ACES-provided/supported products and services. Training facilities for both training types shall be located in a convenient location to individuals supported by ACES. Training methodologies may include, but are not limited to, classroom, computer-based training (CBT), eLearning, video, self-service learning tools, and documentation, either in hard-copy or electronic form. The Contractor shall provide instructor-led end-user training for major software releases, such as changing from Windows XP to Windows Vista. NASA will provide on-site training facilities as needed.	The Contractor shall offer a range of additional training courses covering the breadth of ACES-provided/supported products and services in the APC. Training facilities for both the familiarization and additional training types shall be located in a location convenient to individuals supported by ACES.
Attachment I-1 – Section 5.0 Seat Services (b), para. 3	To support the training offerings, the Contractor shall…	The Contractor shall…
Attachment I-1 – Section 5.0 Seat Services (c), para. 1, sentences 1-3	The Contractor shall provide end-user documentation, which may take any of several forms, including but not limited to online help, help files, tutorials, Portable Document Format (PDF) documents, and printed manuals. The Contractor shall provide online end-user documentation on commercially available products (e.g., Microsoft Office user guide), where available from the vendor.	The Contractor shall provide end-user documentation, which may take several forms, including but not limited to online help, help files, tutorials, Portable Document Format (PDF) documents, and printed manuals. This end-user documentation shall include documentation on the end-user's specific system hardware to explain the functions of buttons on their device(s) and how to program the system's programmable function keys. The Contractor shall provide online end-user documentation on all ACES provided services, including commercially available products (e.g., Microsoft Office user guide), where available from the vendor.

Attachment I-1 – Section 5.1.1 Computing Seats Description	5.1.1 Computing Seat Description	5.1.1 Computing Seats Description
Attachment I-1 – Section 5.1.1 Computing Seats Description, para. 1, sentences 1-2	The ACES Computing Seats, in combination with the Base Services detailed in Section 4, shall provide all of the services needed to perform end-user computing related activities. Computing Seats…	The Contractor shall provide Computing seats, which, in combination with the Base Services detailed in Section 4.0, *Base Services*, shall provide all of the services needed to perform standard end-user computing related activities. Computing seats…
Attachment I-1 – Section 5.1.1 Computing Seats Description (b)	b. Computer seat…	b. Computing seat…
Attachment I-1 – Section 5.1.1 Computing Seats Description 2nd paragraph a-d	Computing seats shall be made available in three types: a. The "S" seat with a Standard set of pre-defined services and services levels. b. The "M" seat with pre-defined services and Modifiable (end-user-selectable) service levels. c. The "B" seat where services are "Built" to specific end-user requirements and service levels.	Computing seats shall be made available in four types: a. The "S" seat with a Standard set of pre-defined Services and Service Options. b The "M" seat with pre-defined Services and Modifiable (end-user-selectable) Service Options. c. The "B" seat where services are "Built" to specific end-user requirements and Service Options. d. The "T" seat where services are rendered through a thin client appliance with predefined Services and Service Options
Attachment I-1 – Section 5.1.1 Computing Seats Description, para. 3		Added new para. 3: The term 'Service Option' is defined as the characteristics and metrics that define a particular type of support to be provided by the Contractor. Multiple Service Options, such as System Administration and Return To Service, may be needed to provide various types of support to the end-user.
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats, para. 1, sentence 1	For all Computing Seats, the Contractor shall provide the following:…	For all Computing seats, the Contractor shall:…
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (a)	a. Software requirements analysis, software product acquisition, testing of the software	a. Provide software requirements analysis, software product acquisition, testing of

	changes in relation to the rest of the software in the standard load, development and testing of the update deployment method at each Center and facility, verification, and installation, in accordance with the technology refreshment cycles defined in Section 3.5, *Technology Refreshment.*	the software changes in relation to the rest of the software in the Standard Load, development and testing of the update deployment method at each Center, verification, and installation, in accordance with the technology refresh cycles defined in Section 3.5, *Technology Refresh.*
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (b)	b. The required application software...	b. Provide the required application software…
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (c)	c. Updates of the operating system and ACES application and standard load software to more effectively and efficiently perform basic system and application objectives of the relevant seat (i.e., the "S," "M," and "B" seats that have selected this service). This service provides the platform with new versions, upgrades, modifications, and non-security and non-bug related patches associated with the operating system and ACES application software.	c. Provide updates of the operating system and ACES application and Standard Load software to more effectively and efficiently perform basic system and application objectives of the relevant seat (i.e., the "S", "M" , "B" and "T" Computing seats that have selected this service). This service provides the platform with updates/upgrades and patches associated with the operating system and ACES application software.
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (d)	d. A software refresh cycle of 6 months, based on the update cycle of NASA-STD-2804*x*.	d. Provide a software refresh cycle of six (6) months based on the update cycle of NASA-STD-2804*x*, which is updated twice a year. The Contractor shall obtain approval by the Agency ACES CCB for software refresh installation for the Agency. The Contractor shall implement Standard Load changes on all Computing seats subscribed to the Standard Load Service Option, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-32).
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (e)	e. An Agency-wide…	e. Provide an Agency-wide…

Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (f)	f. Acceleration of the hardware technology refresh or upgrade of the existing platform when the software requires hardware upgrades.	f. Provide, as part of the existing seat cost, upgrade of the hardware platform when industry advances to Standard Load software require a hardware upgrade, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Target SD-33).
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (g)	g. Removable storage devices (i.e., memory stick) in accordance with NASA Standard 2805*x* shall comply with NASA Data at Rest (DAR) requirements, as described in Section 5.6, *Security Management.* If the item fails, the Contractor shall replace the failing device at no additional cost to the government. If the device is lost, stolen, or damaged due to negligence, then it is the responsibility of the Government to replace the device.	g. Provide removable storage devices (i.e., memory stick), in accordance with NASA-STD-2805*x*, that comply with NASA Data at Rest (DAR) requirements, as described in Section 4.5.2, *Data At Rest Services.* If the item fails, the Contractor shall replace the failing device at no additional cost to the Government. If the device is lost, stolen, or damaged due to negligence, it is the responsibility of the Government to replace the device.
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (h)	h. Necessary hardware and software to meet current NASA identity verification requirements (e.g., smartcard readers) that meet the standards expressed in the NIST 800-96, PIV Card/Reader Interoperability Guidelines.	h. Provide necessary hardware and software to meet current NASA identity verification requirements (e.g., Smartcard readers) that meet the standards expressed in NIST SP 800-96, *PIV Card/Reader Interoperability Guidelines.*
Attachment I-1 – Section 5.1.2 Requirements for All Computing Seats (i)-(l)		Added new bullets (i) – (l): i. Provide a fully operational network cable to connect the Computing seat to the NICS demarcation point (e.g., network jack) and install the cable at the time of an IMAC. j. Follow Center naming guidelines until an Agency-wide naming convention is implemented, and follow the Agency naming convention once established. k. Provide the capability to support dual monitors on each hardware platform where such capability exists.

		l. Deliver new Computing seats to end-users, in accordance with Attachment I-3, *Retainage Pools and Performance Metrics* (SLA Targets SD-34, SD-35, SD-36 and SD-37).
Attachment I-1 – Section 5.1.3 "S" Computing Seat (Standard)	5.1.3 "S" Seat (Standard	5.1.3 "S" Computing Seat (Standard)
Attachment I-1 – Section 5.1.3 "S" Computing Seat (Standard), para. 1, sentence 1	The "S" seat is intended for overall general purpose computing in support of Center and Agency activities packaged with a pre-defined set of services and services levels.	The "S" Computing seat is intended for overall general purpose computing in support of Center and Agency activities, and is packaged with a pre-defined set of Services and Service Options.
Attachment I-1 – Section 5.1.3 "S" Computing Seat (Standard), para. 1, sentence 3	Typical usage includes e-mail, web browsing, standard office automation and desktop productivity enhancement software including report preparation, presentation creation, meeting scheduling, spreadsheet generation, as well as general science and engineering application development and execution.	Typical usage includes e-mail, Web browsing, standard office automation and desktop productivity enhancement software, including report preparation, presentation creation, meeting scheduling, spreadsheet generation, as well as general science and engineering application development and execution.
Attachment I-1 – Section 5.1.3 "S" Computing Seat (Standard), para. 2	All type "S" seats shall include an end-user selectable desktop or a laptop as the standard hardware platform. Optional service levels other than the pre-defined platform group shall not be available in this seat. The Contractor shall provide for augmentations to the seat via the APC.	All "S" Computing seats shall be available in a desktop and a laptop version for both Microsoft and Apple operating systems. The "S" Computing seat shall not provide Service Options other than the ability to de-select the Monitor; however, user-purchased augmentations shall be available via the APC.
Attachment I-1 – Section 5.1.3 "S" Computing Seat (Standard), para. 3		Added new para. 3: The Contractor shall allow the Government to change from an "S" to an "M" Computing seat if the hardware platform is a Desktop or Laptop. To accomplish this, the Government will select the fixed "S" Computing seat Service Options , thus moving the seat to "S" Computing seat standards.

Attachment I-1 – Section 5.1.4 "M" Computing Seat (Modifiable)	5.1.4 "M" Seat (Modifiable)	5.1.4 "M" Computing Seat (Modifiable)
Attachment I-1 – Section 5.1.4 "M" Computing Seat (Modifiable), para. 1	The "M" seat provides functionality similar to the "S" seat while giving the end-user the ability to select other Service Levels for the hardware platform, the computer seat services, and system administration. The Contractor shall deliver additional capabilities with the "M" seat including the ability to order a Linux operating system, larger capacity storage options, and additional monitor selections. The Contractor is not required to deliver "M" seats as dual boot systems.	The "M" Computing seat provides functionality similar to the "S" Computing seat while giving the end-user the ability to select other Service Options for the hardware platform, seat services, and system administration. Additional capabilities available with the "M" Computing seat include a Linux operating system, larger capacity storage options, and additional monitor selections.
Attachment I-1 – Section 5.1.4 "M" Computing Seat (Modifiable), para. 2		Added new para. 2: The Contractor shall allow the Government to change from an "M" to an "S" Computing seat if the hardware platform is a Desktop or Laptop (not Lightweight or Tablet). To accomplish this, the Government will select the Service Options that match the "S" Computing seat standards.
Attachment I-1 – Section 5.1.5 "B" Computing Seat (Build as Required)	5.1.5 "B" Seat (Build as Required)	5.1.5 "B" Computing Seat (Build as Required)
Attachment I-1 – Section 5.1.5 "B" Computing Seat (Build as Required), para. 1	The "B" seat is intended for more specialized requirements that are not met by either the "S" or "M" seats. The "B" seat provides the ability to "build" a platform solution and system administration support. The "B" seat shall provide the flexibility to meet the diverse range of end-user computing needs typically found across the breadth of NASA's missions, such as end-user systems that utilize unique hardware, operating system configurations, and unique discipline-specific software tools. Unique hardware might include enhanced motherboards, quad processors, specialized	The "B" Computing seat is intended for more specialized requirements that are not met by either the "S" or "M" Computing seats. The "B" Computing seat provides the ability to "build" a platform solution and system administration support. The "B" Computing seat shall provide the flexibility to meet the diverse range of end-user computing needs typically found across the breadth of NASA's missions, such as end-user systems that utilize unique hardware, operating system configurations, and unique

	peripherals, and accelerated high-resolution graphics cards. The "B" seat gives the end-user the ability to immediately access new technology as it comes to market. Functionality includes the capability of running commonly used office automation applications, although typically at higher levels of performance than those found in the other two computing seat types.	discipline-specific software tools. Unique hardware might include enhanced motherboards, quad processors, specialized peripherals, and accelerated high-resolution graphics cards. The "B" Computing seat gives the end-user the ability to immediately access new technology as it comes to market. Functionality includes the capability of running commonly used office automation applications, although typically at higher levels of performance than those found in the other two Computing seat types.
Attachment I-1 – Section 5.1.5 "B" Computing Seat (Build as Required), para. 2, sentences 1-2	"B" seats…"B" seats…	"B" Computing seats…"B" Computing seats…
Attachment I-1 – Section 5.1.5 "B" Computing Seat (Build as Required), para. 3	To meet the requirement to "build" as required, the service parts (platform group, computer seat services , and system administration) shall be offered separately with specialized "build" Service Levels offered only for the "B" seat.	To meet the requirement to "build" as required, the service parts (platform group, Computing seat services, and system administration) shall be offered separately with specialized "build" Service Options offered only for the "B" Computing seat.
Attachment I-1 – Section 5.1.5 "B" Computing Seat (Build as Required), para. 4		Added new para. 4: Invoicing for the hardware component of the "B" Computing seat shall be available on a one-time basis or amortized over 36 months. If the one-time basis is chosen, the Government will take ownership of the hardware.
Attachment I-1 – Section 5.1.6 Computing Seats Services	5.1.6 Service Levels	5.1.6 Computing Seats Services
Attachment I-1 – Section 5.1.6.1 "S" Computing Seats Standard Services	5.1.6.1 "S" Seat Standard Services	5.1.6.1 "S" Computing Seats Standard Services
Attachment I-1 – Section 5.1.6.1 "S" Computing Seats Standard Services, para. 1	The Contractor shall provide the following services for the "S" Seat: - One of two hardware platforms: (a) a laptop with docking station	The Contractor shall provide "S" Computing seat standard services as identified in Table 5.1.6.2-1, *Computing Seat*

	solution with a 19-inch monitor or (b) a desktop with a 19-inch monitor - One of two operating systems: either (a) Windows or (b) Macintosh. - A hardware refresh cycle of 3 years. - Full system administration as defined in Section 5.1.6.3.6. - Backup and restore services as defined in Section 5.1.6.3.7. *Standard software load as defined in Section 5.1.6.3.8.*	*Services and Service Options*, and defined in Section 5.1.6.3, *Computing Seats Service and Service Option Definitions.*
Attachment I-1 – Section 5.1.6.1 "S" Computing Seats Standard Services, para. 2	The Contractor shall allow a concurrent APC order for a monitor upgrade. The order shall be a one-time charge that includes the non-recurring initial cost difference between the original "S" seat 19 (**TBD**)-inch monitor and the upgraded monitor. The monthly "S" seat cost shall remain unchanged.	The Contractor shall allow a concurrent APC order for a monitor upgrade at the time of an "S" Computing seat order or hardware refresh. The order shall be a one-time charge that includes the non-recurring initial cost difference between the original "S" Computing seat standard monitor and the upgraded monitor. The monthly "S" Computing seat cost shall remain unchanged.
Attachment I-1 – Section 5.1.6.2 Computing Seats Services and Service Options	5.1.6.2 "M" and "B" Seat Service Levels	5.1.6.2 Computing Seats Services and Service Options
Attachment I-1 – Section 5.1.6.2 Computing Seats Services and Service Options, para. 1	The following Service Levels, defined in Section 5.1.6.3, shall be available for the "M" and "B" seats, if commercially available. An "X" in the seat column indicates that the Service Level shall be offered for that seat type. Each platform for the "M" seat shall be a subset of the hardware family proposed for the "B" seat.	The following Services and Service Options, defined in Section 5.1.6.3, *Computing Seats Service and Service Option Descriptions*, shall be available for Computing seats, if commercially available. An "X" in the seat column indicates that the Service Option shall be offered for that seat type. Each hardware platform for the "M" Computing seat shall be a subset of the hardware family proposed for the "B" Computing seat. Each hardware platform for the "S" Computing seat shall be a subset of the hardware family proposed for the "M" Computing seat.

Attachment I-1 – Section 5.1.6.2 Computing Seats Services and Service Options, para. 1, Table 5.1.6.2-1 Computing Seats Services and Service Options		Revised Table (added columns, new seats, notes, etc)
Attachment I-1 – Section 5.1.6.3 Computing Seats Service and Service Option Definitions	5.1.6.3 Service Definitions	5.1.6.3 Computing Seats Service and Service Option Definitions; Added the "T" seat
Attachment I-1 – Section 5.1.6.3 Computing Seats Service and Service Option Definitions, para. 1	All of the Service Level definitions contained in this section apply to the "S," "M," and "B" seats, which are defined in Sections 5.1.3, 5.1.4, and 5.1.5, respectively. Seats "M" and "B"…	All of the Service and Service Option definitions contained in this section apply to the "S" , "M", "B", and "T" Computing seats, which are defined in Sections 5.1.3, *"S" Computing Seat (Standard)*; 5.1.4, *"M" Computing Seat (Modifiable)*; 5.1.5, *"B" Computing Seat (Build as Required)*, and 5.17 "T" Computing Seat (Thin Client), respectively. Computing seats "M" and "B"…
Attachment I-1 – Section 5.1.6.3.1 Platform	5.1.6.3.1 Hardware Platform	5.1.6.3.1 Platform
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, sentence 2	Each platform shall meet or exceed the hardware definition as defined in NASA-STD-2805*x* and Addendum 4, *Performance-Based Interoperability*.	Each platform shall meet or exceed the hardware definition as defined in NASA-STD-2805*x*.
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 1 (None)	Not Included	None
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 2 (Desktop)	The Contractor shall provide Desktops—a computer platform in an enclosure that allows for expansion and that can be placed on a desk or on the floor. The Contractor shall provide a keyboard, mouse, and external speakers with each Desktop seat.	The Contractor shall provide Desktops, which are computer platforms in an enclosure that allow for expansion and that can be placed on a desk or on the floor. The Contractor shall provide a single monitor, keyboard, mouse, and external speakers with each Desktop seat. The Contractor shall deliver the same desktop hardware platform for the "S" and the "M" Computing seats.
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 3 (Laptop)	The Contractor shall provide Laptops for end-users who require seat mobility and does not want to	The Contractor shall provide Laptops with a docking station solution for end-users who

	trade-off performance for less weight and extended battery life. The Contractor shall provide a laptop carrying case with each Laptop seat. The laptop carrying case must be capable of holding the laptop, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a DVD-ROM sized device, smartcard reader, and an extra battery. The Contractor shall provide the option to order a docking station solution, i.e., docking station, monitor, keyboard, mouse, and external speakers) for each seat capable of using such hardware, including expansion ports. (Note: Port replicators are acceptable only when no base station solution exists.)	require seat mobility, performance, and lighter weight. The Contractor shall provide a laptop carrying case with each Laptop seat. The laptop carrying case shall be capable of holding the laptop, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a DVD-ROM sized device, Smartcard reader, and an extra battery. The end-user may opt out of the docking station solution for the "M" Computing seat. The Contractor shall deliver the same laptop hardware platform for the "S" and the "M" Computing seats.
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 4 (Lightweight Laptop)	The Lightweight Laptop is optimized for the end-user who requires seat mobility, less weight, and extended battery life over performance. A Lightweight Laptop shall not exceed 4 pounds (excluding expansion unit) in weight and shall include all features and functionality of the Laptop platform and commercially available lightweight/ultra portable laptops. The Contractor shall provide a laptop carrying case with each Lightweight Laptop seat. The laptop carrying case must be capable of holding the lightweight laptop, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a DVD-ROM sized device, smartcard reader, and an extra battery. The Contractor shall provide the option to order a docking station solution (i.e., docking station, monitor, keyboard, mouse, and external speakers) for each seat capable of using such hardware, including expansion ports. (Note: Port replicators are acceptable only when no base station solution	The Contractor shall provide Lightweight Laptops with a docking station solution for end-users who require seat mobility, less weight, and extended battery life over performance. The weight of the Lightweight Laptop shall adhere to NASA-STD-2805*x* requirements (excluding external peripherals) and shall include all features and functionality of the Laptop platform and commercially available lightweight/ultra portable laptops. The Contractor shall provide a laptop carrying case with each Lightweight Laptop seat. The laptop carrying case shall be capable of holding the lightweight laptop, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a DVD-ROM sized device, Smartcard reader, and an extra battery. The end-user may opt out of the docking station solution.

	exists.)	
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 5 (Tablet)	The Tablet is a computing unit that typically serves as the end-user's primary laptop computer as well as being convertible to a touch screen, note-taking device. The Tablet shall include a display that rotates 180 degrees and can be folded down over the keyboard, full-function keyboard, and connections for peripherals. The Tablet shall include a stylus and a touch-based OS. The Tablet shall weigh no more than 4.5 pounds. The Contractor shall provide a laptop carrying case with each Tablet seat. The tablet carrying case must be capable of holding the tablet, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a DVD-ROM sized device, smartcard reader, and an extra battery. The Contractor shall provide the option to order a docking station solution (i.e., docking station, monitor, keyboard, mouse, and external speakers) for each seat capable of using such hardware, including expansion ports. (Note: Port replicators are acceptable only when no base station solution exists.)	The Contractor shall provide Tablets with a docking station solution for end-users who need the capability to convert their computing unit to a touch screen, note-taking device. The Tablet shall include a display that can be folded down over the keyboard, connections for peripherals, a stylus, and a touch-based OS. The weight of the Tablet shall adhere to NASA-STD-2805*x* requirements. The Contractor shall provide a tablet carrying case with each Tablet seat. The tablet carrying case shall be capable of holding the tablet, mouse, power cord, charger/power supply, modem cable, Ethernet cable, a DVD-ROM sized device, Smartcard reader, and an extra battery. The end-user may opt out of the docking station solution.
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 6 (Workstation), sentence 2	…shall provide a keyboard,…	…shall provide a single monitor, keyboard,…
Attachment I-1 – Section 5.1.6.3.1 Platform, para. 1, bullet item 7 (Build), sentence 2	…full non-consumer product line for Microsoft Windows-compatible, MAC-compatible, and UNIX hardware systems.	…full product line for Microsoft Windows-compatible, Apple-compatible, Linux-compatible, and UNIX hardware systems.
Attachment I-1 – Section 5.1.6.3.2 Payment Method		Added new Section 5.1.6.3.2 Payment Method.
Attachment I-1 – Section 5.1.6.3.3 Operating	5.1.6.3.2	5.1.6.3.3

Systems (OS)		
Attachment I-1 – Section 5.1.6.3.3 Operating Systems (OS), para. 1, sentence 2	…"M" and "B" seats…	…"M" and "B" Computing seats…
Attachment I-1 – Section 5.1.6.3.3 Operating Systems (OS), para. 2, sentence 1	…technology refreshment…	…technology refresh…
Attachment I-1 – Section 5.1.6.3.3 Operating Systems (OS), para. 3, bullet item 1 (None)	- *Not Included*—No software…	- *None*—No OS…
Attachment I-1 – Section 5.1.6.3.3 Operating Systems (OS), para. 3, bullet item 3 (Apple)	- *MAC*—…MAC OS…	- *Apple*—…Apple OS…
Attachment I-1 – Section 5.1.6.3.3 Operating Systems (OS), para. 3, bullet item 4 (Linux)	…Operating System…"M" and "B" Seats…	…OS…"M" and "B" Computing seats…
Attachment I-1 – Section 5.1.6.3.3 Operating Systems (OS), para. 3, bullet item 5 (UNIX)	…"M" and "B" Seats…	…"M" and "B" Computing seat…
Attachment I-1 – Section 5.1.6.3.4 Monitor	5.1.6.3.3	5.1.6.3.4
Attachment I-1 – Section 5.1.6.3.4 Monitor, para. 1	The Contractor shall provide monitors. The standard monitor size for a "S" seat is defined in NASA-STD-2805*x*. Other screen options selected via the Desktop Monitor Service Level shall have the same minimum specifications.	The Contractor shall provide monitors as specified in NASA-STD-2805*x*.
Attachment I-1 – Section 5.1.6.3.4 Monitor, para. 1, bullet items 1-4	- *Not Included* - *19-inch* - *21/22-inch* - *24-inch*	- *None* - *NASA-STD-2805x Standard Monitor size* - *NASA-STD-2805x + 10% minimum* - *NASA-STD-2805x + 20% minimum*
Attachment I-1 – Section 5.1.6.3.5 Return to Service	5.1.6.3.4	5.1.6.3.5
Attachment I-1 – Section 5.1.6.3.5 Return To Service, paras. 1-2	The Contractor shall provide Return to Service. Return to Service is the function of returning an end-user to operability when an Incident occurs within the control	The Contractor shall provide RTS, which is the restoration of an end-user's device to full operability when an Incident occurs that renders an ACES

	of the ACES Contractor.	seat unstable or inoperable. RTS includes the tasks that are necessary to get an end-user's system back to an operational state within the scope of the Contractor's responsibility, including field services and any remote management. RTS is the primary objective of Incident Management. For all "S" and "M" Computing seats, if the end-user's system is rendered unstable or inoperable and the system must be removed from the end-user's environment to perform the repair or the repair time will exceed the subscribed RTS Service Option, the Contractor shall offer the end-user a loaner system (outside of the Loaner Pool Management requirements addressed in Section 4.3, *Loaner Pool Management*). The loaner system shall be provided at no additional cost to the Government until the original system is made stable or operable again or replaced by a new system. The Contractor shall transfer any end-user required and recoverable data or software from the end-user's system to the loaner system to ensure continuity of the end-user's operations. The Contractor shall transfer any new data created during the loaner usage to the repaired or replaced system to ensure continuity of the end-user's operations.
Attachment I-1 – Section 5.1.6.3.5 Return to Service, para. 3	The Contractor shall provide: a. Hardware, System, and Standard Load application diagnostics and troubleshooting; System and component maintenance;	To accomplish the RTS, the Contractor shall provide: a. Hardware, System, and Standard Load application diagnostics and troubleshooting.

	b. Hardware, System, and Standard Load application configuration changes, tracking, and documentation.	b. System and component maintenance. c. Hardware, System, and Standard Load application configuration changes, tracking, and documentation.
Attachment I-1 – Section 5.1.6.3.5 Return to Service, para. 4, sentence 1	For ACES seats located in locations outside of Centers and Facilities,…	For ACES seats located outside of Centers,…
Attachment I-1 – Section 5.1.6.3.5 Return to Service, para. 4, bullet items 1-2	- *2 hours* - *8 hours*	- *2 business hours* - *8 business hours* - *None*
Attachment I-1 – Section 5.1.6.3.6 Hardware Technology Refresh Cycle	5.1.6.3.5 Hardware Technology Refresh	5.1.6.3.6 Hardware Technology Refresh Cycle
Attachment I-1 – Section 5.1.6.3.6 Hardware Technology Refresh Cycle, para. 1	The Contractor shall provide scheduled refresh of system hardware and required peripherals, defined in NASA-STD-2805*x*, to meet the objectives of the relevant ACES Seat Type. The Contractor shall periodically assess the offerings for each seat and update the seat configuration based on the best value to the Government for each seat functionality and price.	The Contractor shall provide scheduled hardware technology refresh, defined as replacement of system hardware and standard non-APC peripherals (e.g., keyboard, mouse, and monitor) associated with the seat with new equipment to meet the objectives of the relevant ACES Seat Type.
Attachment I-1 – Section 5.1.6.3.6 Hardware Technology Refresh Cycle, bullet items 1-2	- *Not Included*—There is no hardware refresh - *3 year* - *4 year*	- *None*—There is no hardware technology refresh. - *3 years*—Hardware technology refresh is provided every 3 years.
Attachment I-1 – Section 5.1.6.3.7 System Administration	5.1.6.3.6	5.1.6.3.7
Attachment I-1 – Section 5.1.6.3.7 System Administration, para. 1	The Contractor shall provide services such as platform network connectivity and management; printer setup and management; and software installation, configuration, and update management. System administration shall provide patch acquisition, testing, and deployment. The Contractor shall ensure that all systems are current with all designated security	The Contractor shall provide system administration services, such as platform network connectivity and management; printer setup and management; software installation, configuration, and update management; patch acquisition, testing, and deployment; and end-user assistance. The Contractor shall ensure that all systems

	patches.	are current with designated security patches.
Attachment I-1 – Section 5.1.6.3.7 System Administration, para. 2	The Contractor shall obtain any necessary security clearances and non-disclosure agreements and maintain the supporting documentation. The Contractor shall comply with NASA IT Security Requirements contained within NPR 2810.1*x* to assure that NASA data contained on ACES-managed systems is not compromised. Depending on the system administration level included in the seat/system functionality (as defined in Section 3.2, *Support Levels*), the Contractor may retain full administrative privileges to the system. Where system privileges are shared or the Government has exclusive rights, the Contractor shall provide guidance and assistance on the policies and procedures upon request by the ACES local TM to ensure interoperability and system integrity are communicated to the Government administrators. The Government shall have the ability to share system administrative tasks as defined in Section 3.13, *Elevated User Privileges.*	The Contractor shall obtain any necessary security clearances and non-disclosure agreements and maintain the supporting documentation. The Contractor-supplied system administration services shall comply with NASA IT Security Requirements contained within NPR 2810.1*x*. Where system privileges are shared or the Government has exclusive rights, the Contractor shall provide guidance and assistance on the policies and procedures upon request by the ACES CTM to ensure interoperability and system integrity are communicated to the Government administrators. The Contractor shall provide Government end-users or designees the ability to have elevated user privileges in accordance with Section 3.13, *Elevated User Privileges.*
Attachment I-1 – Section 5.1.6.3.7 System Administration, para. 3		Added new para. 3: System Administration tasks include: a. Network protocol administration. b. Access to and management of Center's domain-available peripherals and services (e.g., network time and DNS). c. Network security management. d. User account management. e. Provision of Configuration Guidelines and/or remote or on-site system software installed according to those guidelines.

		f. Workstation host-level security, including information about and access to system/application security patches, network services access control mechanisms, and/or anti-virus mechanisms with installation guidelines and/or remote or on-site installation. g. System software Problem resolution. h. Hardware procurement configuration consultation. i. Local, customized backup, restore, and archive service. j. Site-specific license management for ACES Support Level 2 and 3 applications. k. Direct on-site end-user education and assistance. l. Site-specific consistent system configurations. m. Site-specific system documentation. n. Desk side system administration functions to support the installation and effective execution of organizational specific applications. o. Daily system monitoring. p. System-level performance monitoring, tuning, and optimization. q. Site-specific client-server and network configuration management. r. System account management (e.g., create, lock, and remove IDs). s. Site-specific peripheral management. t. Addressing ongoing and emerging life cycle system administration issues for the installed computing environment.
Attachment I-1 – Section 5.1.6.3.7 System Administration, para. 3,	- *Not Included*—The Contractor shall not perform any administration tasks on the seat.	- *None*—The Contractor shall not perform any system administration tasks on the

bullet items 1-5	This Service Level is only applicable to the "Build" seat. - *Regular*—The Contractor shall be fully responsible for all system administration tasks on the seat. Regular System Administration tasks include: a. Network protocol administration. c. Access to and management of Center's/Facility's domain-available peripherals and services (e.g., network time and DNS). d. Network security management. e. User account management. f. Provision of Configuration Guidelines and/or remote or on-site system software installed according to those guidelines, where applicable. g. Workstation host-level security, including information about and access to system/application security patches, network services access control mechanisms, and/or anti-virus mechanisms with installation guidelines and/or remote or on-site installation. h. System software problem resolution. i. Hardware procurement configuration consultation. j. Local, customized backup, restore, and archive service. k. Site-specific license management for Support Level 2 and 3 applications. l. Direct on-site end-user education and assistance. m. Site-specific consistent system configurations. n. Site-specific system documentation. o. Desk side system administration functions to support the installation and effective execution of organizational specific applications. p. Daily system monitoring. q. System-level performance monitoring, tuning, and	seat. This Service Option is only applicable to the "Build" seat. - *Microsoft*—The Contractor shall be responsible for all system administration tasks on the seat. - *Apple*—The Contractor shall be responsible for all system administration tasks on the seat. - *Linux*—The Contractor shall be responsible for all system administration tasks on the seat. - *UNIX*—The Contractor shall be responsible for all system administration tasks on the seat.

	optimization. r. Site-specific client-server and network configuration management. s. Desk side, per system account management (e.g., create, lock, and remove IDs). t. Site-specific peripheral management. u. Web server installation and administration and Web site management. v. Addressing ongoing and emerging life cycle system administration issues for the installed computing environment. w. Performing capacity planning and site architecture to optimize use of IT resources. - *Local*—The Government will be responsible for ordering dedicated system administration services, which shall be made available on a monthly or yearly basis. The Contractor shall provide the capability to allocate dedicated system administrators for a pre-defined group of users. The Contractor shall provide one of three levels of system administrators in accordance with Attachment 10, *Schedule of Fully Burdened Labor Rates*, to support the Local Service Level. The Contractor shall be fully responsible for all aspects of systems with "Local" system administration up to and including covering the systems under the Contractor's IT Security Plan and Certification and Accreditation.	
Attachment I-1 – former Section 5.1.6.3.7 Data Backup and Restore		Deleted former Section 5.1.6.3.7.
Attachment I-1 – Section 5.1.6.3.8 Standard Load, para. 1	The Contractor shall provide the software defined in PWS Addendum 2, *Software Standard Load,* for each seat selecting the Standard Load Service Level. The Contractor shall acquire, maintain, and manage the licenses for all	The Contractor shall provide the software defined in NASA-STD-2804*x* (Tables 3.3.1, 3.3.2, and 3.3.3) and Addendum 2, *Software Standard Load* (Tables 1-W, 2-W, 1-M, 2-M, 1-L, 2-L, 1-U, and

	software provided as part of the Standard Load, unless otherwise directed by the ACES CO. The Government will retain ownership of these licenses. Any hardware refreshes or memory upgrades necessary to meet new software requirements shall be performed at no additional cost to the Government.	2-U), for each Computing seat that has the Standard Load Service Option selected. ACES Support Level 1 software licenses shall be the property of the Contractor. The Contractor shall maintain agreements with the software vendor for any Support Level 1 software for which software assurance agreements are commercially available. The Contractor shall acquire, maintain, and manage the licenses for all software provided as part of the Standard Load, with the exception of any Government-owned software licenses that are provided to the Contractor for inclusion in the Standard Load. For such Government-owned licenses, the Contractor shall maintain and manage the licenses, but the Government retains ownership of the licenses. Any hardware technology refreshes or memory upgrades necessary to meet ACES Support Level 1 software requirements shall be performed at no additional cost to the Government.
Attachment I-1 – Section 5.1.6.3.8 Standard Load (b)	b. …to the existing baseline…	b. …with the existing baseline…
Attachment I-1 – Section 5.1.6.3.8 Standard Load (c)	c. …other I^{3}P Contractors…	c. …all affected contractors…
Attachment I-1 – Section 5.1.6.3.8 Standard Load (e)	e. …other I^{3}P Contractors…	e. …all affected contractors…
Attachment I-1 – Section 5.1.6.3.8 Standard Load (f)	f. Provide to the Government build and test deployment packages for validation.	f. Provide test loads to the Government for validation.
Attachment I-1 – Section 5.1.6.3.8 Standard Load (j)	Work with the Government	Make available the Standard Load and test procedures to the Government to allow the Government….
Attachment I-1 – Section 5.1.6.3.8 Standard Load,		Added the following bullet items under the lettered bullet list:

para. 2		- *Included*—A standard software load and configuration will be included with the seat. - *None*—No standard software load or configuration will be included with the seat.
Attachment I-1 – Section 5.1.6.3.9 Docking Station Solution	5.1.6.3.9 Docking Station	5.1.6.3.9 Docking Station Solution
Attachment I-1 – Section 5.1.6.3.9 Docking Station Solution, para. 1	The Contractor shall provide a docking station solution, defined as a base station for a laptop or tablet that provides the equivalent of a desktop system. It includes, but is not limited to: a docking station, keyboard, mouse, external speakers and expansion ports. (Note: Port replicators are acceptable only when no base station solution exists.)	The Contractor shall provide a docking station solution, defined as a base station for a Laptop, Lightweight Laptop, or Tablet that provides the equivalent of a desktop system. It includes a docking station, a single monitor, keyboard, mouse, external speakers, and expansion ports. (Note: Port replicators are acceptable only when no base station solution exists.)
Attachment I-1 – Section 5.1.6.3.9 Docking Station Solution, para. 1		Added the following bullet items after para. 1: - *Docking Station Solution*—A docking station solution compatible with the delivered hardware and OS will be delivered. - *None*—No docking station solution will be delivered.
Attachment I-1 – Section 5.1.6.3.10 Managed Virtual Machine Service		Added new Section 5.1.6.3.10, Managed Virtual Machine Service
Attachment I-1 – Section 5.1.6.3.11 Data Backup and Restore	5.1.6.3.7 Data Backup and Restore	Section 5.1.6.3.11, Data Backup and Restore: modified this section
Attachment I-1 – Section 5.1.7 "T" Thin Client Seat		Added new Section 5.1.7 "T", Thin Client Seat
Attachment I-1 – Section 5.2 Cellular Seats	5.2 Mobile Computing Seats	5.2 Cellular Seats
Attachment I-1 – Section 5.2 Cellular Seats		Rewrote Section 5.2 Cellular Seats in its entirety and moved Pager seat requirements from former Section 5.2.3 Pagers to new Section 5.3 Pager Seats.
Attachment I-1 – Section 5.3 Pager Seat, para. 2		Added new para. 2: The Contractor shall deliver Pager seats to end-users, in accordance with Attachment I-

		3, *Retainage Pools and Performance Metrics* (SLA Target SD-40).
Attachment I-1 – Section 5.3 Pager Seat		Deleted the following table number and label: Table 5.2.3.2 Pagers Service Table.
Attachment I-1 – Section 5.3 Pager Seat, para. 4, former sentence 2	An "X" in the seat column indicates that the Service Level shall be offered for that seat type.	Deleted former sentence 2.
Attachment I-1 – Section 5.3 Pager Seat, Table 5.3.1-1 Pager Seat Services and Service Options	*Table 5.2.3.2* Pagers Service Table	Table 5.3.1-1 Pager Seat Services and Service Options
Attachment I-1 – Section 5.3 Pager Seat, Table 5.3.1-1 Pager Seat Services and Service Options, column 1 label	Pager Type	Type of Service/Service Options
Attachment I-1 – Section 5.3 Pager Seat, Table 5.3.1-1 Pager Seat Services and Service Options, former Column 2		Deleted former column 2, *SLA*.
Attachment I-1 – Section 5.3 Pager Seat, Table 5.3.1-1 Pager Seat Services and Service Options		Updated information in table rows consistent with the updated Price Model and revised Services and Service Options.
Attachment I-1 – Section 5.3.2 Pager Service and Service Option Descriptions	5.2.3.3 Pager Service Descriptions	5.3.2 Pager Service and Service Option Descriptions
Attachment I-1 – Section 5.3.2.1 Instrument	5.2.3.3.1 Instrument	5.3.2.1 Instrument
Attachment I-1 – Section 5.3.2.1 Instrument, para. 1	The Contractor shall provide a choice of several devices, including but not limited to a SunTelecom device, Daviscomms device, or Motorola device.	The Contractor shall provide a choice of several pager devices across multiple vendors.
Attachment I-1 – former Section 5.2.3.3.2 Hardware Technology Refresh		Deleted former Section 5.2.3.3.2 entitled Hardware Technology Refresh.
Attachment I-1 – Section 5.3.2.2 Service Plan	5.2.3.3.3 Service Plan	5.3.2.2 Service Plan
Attachment I-1 – Section 5.3.2.3 Voice Mail	5.2.3.3.4 Voicemail	5.3.2.3 Voice Mail

Attachment I-1 – Section 5.3.2.3 Voice Mail, para. 1	…voicemail…	…voice mail…
Attachment I-1 – Section 5.4 Network Peripheral Seats	5.3 Network Peripheral Seats	5.4 Network Peripheral Seats
Attachment I-1 – Section 5.4 Network Peripheral Seats		Rewrote Section 5.4 Network Peripheral Seats in its entirety.
Attachment I-1 – Section 5.5 Virtual Team Service (VTS) Seat	5.4 Standard and Secure Virtual Team Meeting (VTM) Seats	5.5 Virtual Team Service (VTS) Seat
Attachment I-1 – Section 5.5 Virtual Team Service (VTS) Seat, former para. 2	Technical requirements and Service Level Agreements for Standard and Secure VTM seats will be provided in the Final RFP.	Deleted former para. 2.
Attachment I-1 – Section 5.5.1 VTS Seat Description, para. 1	The Contractor shall provide the capability to conduct VTMs in either Standard or Secure mode. Standard mode will be used for collaboration on non-sensitive subject matter across the Agency. Secure mode will be used for collaboration on Sensitive But Unclassified (SBU) information. SBU information is defined in NPR 1600.1*x*. The IT Security Controls required to be implemented to electronically process and protect SBU are contained in NIST SP-800-53 and NPR 2810.1*x*.	The Contractor shall provide and manage a VTS seat. The Contractor shall make the VTS service and seats available beginning with the Contract implementation date for Wave 1 (see Attachment 14, Phase-In Schedule). The VTS seat shall provide a Web browser-based system that enables the NASA end-user community and external partners to conduct Web conferencing discussions inclusive of Sensitive But Unclassified (SBU) data and materials regulated by International Traffic in Arms Regulations (ITAR) during Web conferencing.
Attachment I-1 – Section 5.5 Virtual Team Service (VTS) Seat, para. 2 and following		Added new paras. 2 and following, as well as added new Section 5.5.2 VTS Requirements and Section 5.5.3 Current NASA VTS Implementation.
Attachment-1 Addendum II, Table 1-U. Standard Loads UNIX	Interface Standards column, electronic mail row, *NASA-STD 28015*	Interface Standards column, electronic mail row, *NASA-STD 2805*
***Attachment I- 2,* DPD**		
Attachment I-2, 1.2.3.3, former sentence 2	The first numerical characters reflect the DPD number.	Deleted former sentence 2.
Attachment I-2, 1.3, Data Types for Contractual		Added an asterisk (*) after Data Type numbers 1 and 2.

Efforts, Data Types 1 and 2		
Attachment I-2, 1.3, Data Types for Contractual Efforts, Data Type 2	NASA reserves a time-limited right to disapprove in writing any issues and interim changes to those issues. The Contractor shall submit the required data to NASA for review not less than forty-five (45) calendar days prior to its release for use. The Contractor shall clearly identify the release target date in the "submitted for review" transmittal. If the data is unacceptable, NASA will notify the Contractor within forty-five (45) calendar days from the date of submission, regardless of the intended release date. The Contractor shall resubmit the information for reevaluation if disapproved. The submittal is considered approved if the Contractor does not receive disapproval or an extension request from NASA within forty-five (45) calendar days.	NASA reserves a time-limited right to disapprove in writing any issues and interim changes to those issues. The Contractor shall submit the required data to NASA for review not less than forty-five (45) calendar days** prior to its release for use. The Contractor shall clearly identify the release target date in the "submitted for review" transmittal***. If the data is unacceptable, NASA will notify the Contractor within forty-five (45) calendar days** from the date of submission, regardless of the intended release date***. The Contractor shall resubmit the information for reevaluation if disapproved. The submittal is considered approved if the Contractor does not receive disapproval or an extension request from NASA within forty-five (45) calendar days**.
Attachment I-2, 1.3, Data Types for Contractual Efforts		Added the following footnotes to the list of Data Types and their Descriptions: * Note: Type 1 and Type 2 data may be placed under NASA configuration management control when designated by NASA. CM control requires the Contractor to submit Type 1 and Type 2 data updates through Engineering Change Proposals (ECPs). ** Note: This time limit may be tailored for individual DRDs to meet the requirements of the procuring activity. *** Note: If the Contractor does not identify a release target date or if the intended release date is shorter than forty-five (45)

		calendar days from the date of submission, the forty-five (45) calendar days review cycle stands (or the tailored Type 2 time limitation for the specific procurement).
Attachment I-2, 2.1, Applicable/Reference Documents, sentence 1	Documents included as applicable documents in this DPD are the issue specified in the Statement of Work, and form a part of the DPD to the extent specified herein.	Documents included as applicable documents in this DPD are the issue specified in Attachment I-1, *Performance Work Statement* (PWS) or PWS Addendum 1, *Cross Functional Performance Work Statement* (CF PWS), and form a part of the DPD to the extent specified herein.
Attachment I-2, 2.3.2.1, Electronic Format, sentence 1	preferred	required
Attachment I-2, 2.3.2.1, Electronic Format, sentence 4	The preferred native formats include Microsoft Word, Excel, PowerPoint, Project Standard 2003, and Visio or AutoCAD drawing plot file, as appropriate.	The preferred native formats include Microsoft Office Open XML file format (e.g., Microsoft Word, Excel, PowerPoint, Project, and Visio) or AutoCAD drawing plot file, as appropriate.
Attachment I-2, Data Requirements List (DRL)		Added new Column 3 Initial Submission and Column 4 Submission Frequency.
Attachment I-2, DRDs CF-01 – CF-012, MA-01 – MA-07, SA-01, IT-01 – IT-08		Revised data requirements in Blocks 1 - 15.5 of each DRD.
Attachment I-2, DRL and DRD CF-01	CF-01 Reserved	Added new DRD CF-01 I^3P Information Security Management Plan
Attachment I-2, DRL and DRD CF-02	CF-02 Reserved	Added new DRD CF-02 I^3P Information Technology (IT) System Security Plan (SSP)
Attachment I-2, DRL and DRD CF-03	DRD CF-03 Service Asset and Configuration Management (SACM) Plan	DRD CF-03 I^3P Service Asset and Configuration Management (SACM) Plan
Attachment I-2, DRL and DRD CF-04	DRD CF-04 Release and Deployment Management (RDM) Plan	DRD CF-04 I^3P Release and Deployment Management (RDM) Plan
Attachment I-2, DRL and DRD CF-05	DRD CF-05 Application Inventory (AI) Report	DRD CF-05 I^3P Application Inventory (AI) Report
Attachment I-2, DRL and DRD CF-06	DRD CF-06 Capacity Management Plan	DRD CF-06 I^3P Capacity Management Plan

Attachment I-2, DRL and DRD CF-07	DRD CF-07 Service and Component Capacity Report	DRD CF-07 I^{3}P Service and Component Capacity Report
Attachment I-2, DRL and DRD CF-07	10 bus.days	10 days
Attachment I-2, DRL and DRD CF-08	DRD CF-08 Availability Management (AM) Plan	DRD CF-08 I^{3}P Availability Management (AM) Plan
Attachment I-2, DRL and DRD CF-09	DRD CF-09 Availability, Reliability, and Maintainability Analysis Report	DRD CF-09 I^{3}P Availability, Reliability, and Maintainability (ARM) Analysis Report
Attachment I-2, DRL and DRD CF-09	10 bus.days	10 days
Attachment I-2, DRL and DRD CF-010	IT Service Continuity Management (ITSCM) Plan	I^{3}P IT Service Continuity Management (ITSCM) Plan
Attachment I-2, DRL and DRD CF-011	Interface Definition Agreement	I^{3}P Interface Definition Agreement (IDA)
Attachment I-2, DRL and DRD CF-012		Added new DRD CF-012 I^{3}P Information Technology (IT) Security Incident Report.
Attachment I-2, DRL and DRD CF-013		Changed due date to 90 days after contract award
Attachment I-2, DRL and DRD CF-014		Changed due date to 90 days after contract award
Attachment I-2, DRDs MA-01		Block 14 added, Section 1, 6.17 (d); Performance Work Statement, Sections 2.1, 2.3.2.1, 2.6, 2.8, and 5.0 Block 15.3 added, (i) Organizational Conflicts of Interest Avoidance Plan (in accordance with Section 1, 6.17, 1852.237-72 *Access to Sensitive Information* (d))
Attachment I-2, DRL and DRD MA-02	Government Property Plan	Property Management Plan
Attachment I-2, DRL and DRD MA-04	On-site Employee Listing; Blk 14 Performance Work Statement, Sections 3.5 and 5.0	Employee Listing; Blk 14 Performance Work Statement, Section 3.5
Attachment I-2, DRL and DRD MA-08		Added: Performance Work Statement, Section 2.5
Attachment I-2, DRL and DRD IT-02		Item 14: Deleted reference to PWS Section 5.4
Attachment I-2, DRL and DRD IT-04		Item 14: deleted reference to PWS 5.0
Attachment I-2, DRL and DRD IT-05	DRD IT-007 Continuity of Operations Plan (COOP)	DRD IT-05 Continuity of Operations Plan (COOP)

Attachment I-2, DRL and DRD IT-06	DRD IT-008 Asset Transition Value Report	DRD IT-06 Asset Transition Value Report, which includes some content from former DRD IT-05. Deleted former DRD-005.
Attachment I-2, DRL and DRD IT-08	DRD IT-009 Completed Hardware Configuration Templates	DRD IT-08 Vendor Product Performance Specifications
Attachment I-2, DRL		Revised data in Data Type and OPR columns based on revised and new DRDs.
Attachment I-2, DRL and DRD IT-09		Added DRD for Data Backup and Restore Services Report
Attachment I-2, DRL and DRD IT-10		Added DRD for NOMAD Services Reports
Attachment I-3, *Retainage Pools & Metrics*		
Attachment I-3 Retainage Pools and Performance Metrics, Section 1.0 Retainage Pools, para. 1	To ensure maximum performance efficiency of the ACES contract, the Government will retain an aggregate fee/pool percentage of 15 percent from the total monthly contract costs payable to the Contractor. The funds set aside will be used to cover three different pools: the Metrics Retainage Pool, the Performance Retainage Pool, and the Small Business Utilization Pool.	To ensure maximum performance efficiency of the Contract, the Government will retain, at the Agency level, an aggregate pool of twelve (12) percent from the total monthly costs payable to the Contractor. These funds will be set aside in three different Agency pools that contain the critical service levels. The three pools are: the Metrics Retainage Pool (MRP), the Performance Retainage Pool (PRP), and the Small Business Utilization Pool (SBUP). The MRP is further divided into seven areas. The award determination of any retainage pool by the Agency CIO or designee is final (i.e. non-contestable).
Attachment I-3, Section 1.1 Metric Retainage Pool, para. 1	A Metric Retainage Pool (MRP) will be established for the ACES contract. The MRP will be comprised of 9 percent of the total monthly contract costs allocated between seven individual metrics: (1) Service Delivery, (2) Service Availability Non-Enterprise, (3) Service Availability Enterprise, (4) Customer Satisfaction, (5) Security	An Agency Metric Retainage Pool (MRP) will be established for the Contract. The MRP will be comprised of eight (8) percent of the total monthly costs allocated between seven individual areas: (1) Service Delivery, (2) Service Availability Non-Base Services, (3) Service Availability Base Services, (4)

	Management Services, (6) Incident Management, and (7) Asset Management Effectiveness. Allocation of the 9 percent MRP is identified in Table 1.0, Table of ACES Critical Service Levels Metrics and Targets.	Customer Satisfaction, (5) Security Management Services, (6) Incident Management, and (7) Asset Management Effectiveness. Allocation of the 8-percent MRP is identified in Table 1-1, *ACES Critical Service Level Metrics*.
Attachment I-3, Section 1.1 Metric Retainage Pool, para. 2	The MRP will be calculated monthly in accordance with the schedule outlined in Clause 2.8 *Retainage Pools and Performance Metrics.* During the first 5 months after the ACES contract start at each Center, the Contractor shall meet the Phase-In Performance Standard for award of the MRP. Starting with the seventh month after contract start, the Contractor shall meet the Expected Performance Standard for award of the MRP.	The MRP will be calculated monthly in accordance with the schedule outlined in RFP Section I, 2.9, *Retainage Pools and Performance Metrics.* During the first four (4) months after the Contract implementation date for Wave 1 (see Attachment I-14, *Phase-in Schedule*), the MRP will not be applied. However, metrics performance against the Performance Standards (see Table 1-1) will be a factor in determining the initial PRP award. Subsequently, the Contractor shall meet the Performance Standards for award of the MRP.
Attachment I-3, Section 1.1 Metric Retainage Pool, para. 3	The MRP disbursement will be based on the Contractor achieving the performance standard for the individual metrics at each Center. If the Contractor fails to meet the performance standard of an individual metric at any Center, the Contractor is ineligible to receive the total percentage of MRP associated with that individual metric. Failure to meet an individual metric does not preclude the Contractor from receiving the remaining MRP associated with the other individual metrics.	The MRP disbursement will be determined by the Contractor achieving the Performance Standard for the individual areas at each of the Centers. If the Contractor fails to meet the Performance Standard of an individual area at any Center, the Contractor is ineligible to receive the total percentage of MRP associated with that individual area. Failure to meet an individual area, however, does not preclude the Contractor from receiving the remaining MRP percentage associated with the other individual areas. If the Contractor fails to meet the Performance Standard for three consecutive months in a particular area, the Contractor shall be assessed an additional

		fifty (50) percent retainage in that area. For example, if the Service Delivery area is missed for (three) 3 consecutive months, the retained percentage is increased from (two) 2 percent to (three) 3 percent. The Contractor shall develop and implement an ACES Corrective Action Plan (ACAP) to correct the performance deficiencies. Once the Contractor has entered into the ACAP phase, the Contractor's performance towards mitigating the service deficiencies will be measured. If the Contractor has successfully mitigated all performance deficiencies during the (two) 2-month ACAP period, the additional retainage pool will be ceased for the upcoming period. If the Contractor does not mitigate the performance deficiencies during the ACAP phase, an additional (two) 2 months of the increased retainage percentage will continue until the mitigations have been successfully implemented and sustained during the ACAP phase.
Attachment I-3, Section 1.2 Performance Retainage Pool, para. 1	A Performance Retainage Pool (PRP) will be established for the ACES contract. The PRP will be comprised of 5 percent of the total monthly contract costs allocated between three individual metrics: (1) Relationship and Contract Management Effectiveness, (2) Problem Management and (3) Business Critical Support/Priority Service. Allocation of the 5 percent PRP is identified in Table 1.0, Table of ACES Critical Service Levels Metrics and Targets.	An Agency Performance Retainage Pool (PRP) will be established for the Contract. The PRP will be comprised of three (3) percent of the total monthly costs based on overall Contractor performance with emphasis on two individual areas: (1) Relationship and Contract Management and (2) Problem Management.
Attachment I-3, Section 1.2 Performance Retainage Pool, para. 2	The PRP will also help ensure Contractor coordination and collaboration with the Government,	The PRP will also help ensure Contractor coordination and collaboration with the

	I3P Contractors, and other Contractors to achieve the cross-functional integration requirements of ACES. The PRP will be calculated semi-annually starting after the Wave 1 implementation date identified in Attachment 14, *Phase-in Schedule.* During the first 6 months after the ACES contract start, the Contractor shall meet the Phase-In Performance Standard for award of the PRP. Starting with the seventh month after contract start, the Contractor shall meet the Expected Performance Standard for award of the MRP. The PRP award disbursement will be made on a discretionary basis.	Government, the EAST, NEDC, NICS, WEST, and ESD Contractors, and other contractors to achieve the cross-functional integration requirements of ACES. The PRP will be calculated semi-annually after the Contract implementation date for Wave 1 (see Attachment I-14, *Phase-in Schedule*). The PRP award disbursement will be made on a discretionary basis (e.g., on an all, partial, or none basis).
Attachment I-3, Section 1.2 Performance Retainage Pool, former para. 3	The MRP disbursement will be based on the Contractor achieving the performance standard for the individual metrics at each Center. If the Contractor fails to meet the performance standard of an individual metric at any Center, the Contractor is ineligible to receive the total percentage of MRP associated with that individual metric. Failure to meet an individual metric does not preclude the Contractor from receiving the remaining MRP associated with the other individual metrics.	Deleted former para. 3.
Attachment I-3, Section 1.3 Retainage Pool Retention Process		Added new Section 1.3 Retainage Pool Retention Process.
Attachment I-3, Section 1.3 Small Business Utilization Pool, para. 1, sentence 4	The SBP will be available for disbursement semi-annually after the ACES contract start date.	The SBUP will be available for disbursement semi-annually after the Contract implementation date for Wave 1 (see Attachment I-14, *Phase-in Schedule*).
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics	Table 1.0	Table 1-1
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics, MRP	MRP, Services Availability Non-Enterprise Services	MRP, Service Availability Non-Base Services

Attachment I-3, Table 1-1 ACES Critical Service Level Metrics, MRP	MRP, Services Availability Enterprise Services	MRP, Service Availability Base Services
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics, MRP	Enterprise Services (4 hours return to service) Critical Services (2 hours return to service) Standard services (8 hours return to service)	Deleted these rows from the table.
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics, MRP	Asset Management Effectiveness	Service Asset and Configuration Management
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics, PRP	Relationship and Contract Management Effectiveness	Relationship and Contract Management
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics, PRP	Business Critical Support/Priority Service	Deleted this row from the table.
Attachment I-3, Table 1-1 ACES Critical Service Level Metrics		Updated table based on revised Critical Service Level Metrics tables in the rest of Attachment I-3 and their corresponding Performance Standards and Retainage percentages.
Attachment I-3, Section 2.0, Metrics and Service Level Agreements	The Contractor shall meet or exceed the metrics and Service Level Agreement (SLA), specified in Sections 2.1-2.2 and 2.4.	The Contractor shall meet or exceed the metrics and Service Level Agreements (SLAs) specified in Sections 2.1 through 2.3.
Attachment I-3, Section 2.1 MRP Metrics and SLAs, para. 1	The Contractor shall calculate and report metrics for all functional service areas including: desktop computing services, cell phones, mobile computing services, e-mail and collaborative calendaring services, active directory services, peripheral device services, catalog services, Tier 2 service support, and security management services.	The Contractor shall calculate and report metrics for all functional service areas including: computing, cellular, pagers, network peripherals, virtual team services, e-mail and collaborative calendaring, instant messaging, active directory, ACES Product Catalog (APC), Tier 2 service support, and security management services.
Attachment I-3, Section 2.1.1 Service Delivery, para. 1	This metric measures Service Delivery, which is achieved when a customer request is completed and closed.	This metric measures the Contractor's effectiveness in providing services within the Contract-required timeframes.
Attachment I-3, Table 2.1.1-1 Service Delivery Metric		Added a table number and title to the table. Updated Column 2 for

		improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.1-1 Service Delivery Metric, Exceptions and Exclusions	must	shall
Attachment I-3, Table 2.1.1-2 Service Delivery Metric SLA Targets		Added new Column 1 SLA Target No. Updated Columns 2-5 and data rows 1 and following for improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.1-2 Service Delivery Metric SLA Targets		Added new footnote to the table: = Must be completed on that day. Associated the equal sign (=) in the footnote with certain SLAs in the table. Added row for "T" Computing Seat
Attachment I-3, Section 2.1.2 Service Availability	2.2.2	2.1.2
Attachment I-3, Section 2.1.2 Service Availability, para. 1	This metric shall measure Service Availability, which is achieved when all the seats/services used by ACES end-users are fully operational and standard/normal service-recipient activities experience only pre-established interruption (e.g., scheduled outages). The Government will establish the period of downtime acceptable for both hardware- and software-related service instances.	This metric measures the Contractor's effectiveness in Service Availability, which is achieved when all the seats/services used by ACES end-users are fully operational and standard/normal service-recipient activities experience only pre-established interruption (e.g., scheduled outages). Availability is defined as the ability of a component or service to perform its required function at a stated instant or over a period of time. The Government will establish the period of downtime acceptable for both hardware- and software-related service instances.
Attachment I-3, Section 2.1.2 Service Availability, para. 2	Service Availability metrics are comprised of Non-Enterprise Services and Enterprise Services. If a component failure affects only	Service Availability metrics are comprised of Non-Base Services and Base Services. A non-Base Services component

	one end-user, it is a non-enterprise component. A non-enterprise component affects only one end-user (e.g., a mobile computing device). An enterprise component has other services dependent upon it (e.g., BlackBerry enterprise server).	affects only one end-user (e.g., a Smartphone device). A Base Services component has other services dependent upon it (e.g., a BlackBerry enterprise server).
Attachment I-3, Section 2.1.2 Service Availability, para. 3-5	If the ACES local TM defers any repair of a system that has failed, downtime shall be suspended, operational use time shall accrue for the entire period that the ACES local TM defers the repair, and no Performance Metrics relating to this failure shall be collected. If the Contractor repairs a failed system or component and there is a second or subsequent incident of the same failure within 3 business days of the previous repair due to factors fully in the control of the Contractor, as determined by the ACES COTR, the system downtime shall accrue from the first incident until a repair finally corrects the malfunction. If a delivered seat or other ACES service fails to meet the performance specifications, it is unavailable. The Contractor shall record all scheduled and unscheduled outages attributed to the Contractor's scope of work, record the number of end-users affected by Enterprise Services failures for each ACES service, and report these through the ACES services desk for later use in computing metrics.	If the ACES CTM defers any repair of a system that has failed, downtime shall be suspended, operational use time shall accrue for the entire period that the ACES CTM defers the repair, and no Performance Metrics relating to this failure shall be collected. If the Contractor repairs a failed system or component and there is a second or subsequent Incident of the same failure within three (3) business days of the previous repair due to factors fully in the control of the Contractor, as determined by the ACES COTR, the system downtime shall accrue from the first Incident until a repair finally corrects the malfunction. The Contractor shall record all scheduled and unscheduled outages attributed to the Contractor's scope of work, record the number of end-users affected by Base Services failures for each ACES service, and report these through the ACES service desk for later use in computing metrics.
Attachment I-3, Table 2.1.2-1 Service Availability Non-Base Services Metric	Table 2.2.1-1. Service Availability Metric – Non-Enterprise Services	Table 2.1.2-1. Service Availability Non-Base Services Metric Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.2-2 Service Availability Base	Table 2.2.2-2. Service Availability Enterprise Services	Table 2.1.2-2. Service Availability Base Services Metric

Services Metric		Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, 2.1.3 Customer Satisfaction	2.2.3	2.1.3
Attachment I-3, Section 2.1.3 Customer Satisfaction, para. 1	This metric measures the customer's satisfaction with the quality of service provided by the Contractor in the various service areas under the ACES contract. The Contractor shall conduct sampling surveys of ACES end-users, ACES organizational representatives, and key Government-identified stakeholders to determine their satisfaction with the ACES services received. The sample size, survey frequency, aspects of services to assess, and survey distribution process and method will be determined by the Government.	This metric measures the Contractor's effectiveness in providing quality services and support from the end users' vantage point. The Government will conduct sampling surveys of ACES end-users to determine their satisfaction with the ACES services received. The sample size, survey frequency, aspects of services to assess, and survey distribution process and method will be determined by the Government.
Attachment I-3, Table 2.1.3-1 Customer Satisfaction Metric	Table 2.2.3-1	Table 2.1.3-1 Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, Section 2.1.4 Incident Management	2.2.4	2.1.4
Attachment I-3, Section 2.1.4 Incident Management, para. 1	This metric shall measure the Contractor's effectiveness at managing incidents. It is the successful completion of return to service (where the problem is resolved by restoring the user's system to full service functionality and the user's data is accessible) within the SLA time requirement.	This metric measures the Contractor's effectiveness in managing Incidents in accordance with subscribed SLAs.
Attachment I-3, Table 2.1.4-1 Incident Management Metric	Table 2.2.4-1	Table 2.1.4-1 Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.4-2 Incident Management Metric SLA Targets	Table 2.2.4-2	Table 2.1.4-2 Added new Column 1 SLA Target No.

		Updated Columns 2-5 and data rows 1 and following for improved clarity of information and revised requirements.
Attachment I-3, Section 2.1.5 Security Management Services	2.2.5	2.1.5
Attachment I-3, Section 2.1.5 Security Management Services, para. 1	This metric shall measure the Contractor's ability to provide effective and efficient security management services. This includes compliance with NASA security policy, procedure, and requirements, timely completion of certification and accreditation (C&A), requirements, timely deployments of patches, timely updates of anti-malware protection, and minimal IT security incidents that are preventable under the terms of the ACES contract.	This metric measures the Contractor's effectiveness in providing efficient security management services. This includes compliance with NASA security policy, procedure, and requirements; timely completion of Certification and Accreditation (C&A) requirements; timely deployment of patches; timely updates of anti-malware protection; and minimal IT security Incidents that are preventable under the terms of the Contract. Preventable Incidents under the terms of the Contract are defined as Incidents resulting from the Contractor's lack of patch deployment.
Attachment I-3, Table 2.1.5-1 Security Management Services Metric	Table 2.2.5-1	Table 2.1.5-1 Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.5-2 Security Management Services Metric SLA Targets	Table 2.2.5-2	Table 2.1.5-2 Added new Column 1 SLA Target No. Updated Columns 2-5 and data rows 1 and following for improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.5-2 Security Management Services Metric SLA Targets		Added two footnotes to the table: *NASA considers the highest vendor rating of patches as equal to the "critical" rating because some vendors use other names for their highest

		patch rating (e.g., "high"). For Microsoft patches, all patches deemed by Microsoft to be "critical" or "important" fall into this category. **The NASA Deputy CIO for IT Security or designee may designate certain patches as "expedited" because they are determined to present a serious and/or urgent threat to the security posture of the Agency. Associated the single or double asterisks (* or **) in the footnote with certain SLAs in the table.
Attachment I-3, Section 2.1.6 Service Asset and Configuration Management	2.2.6	2.1.6
Attachment I-3, Section 2.1.6 Service Asset and Configuration Management, para. 1	This metric shall measure the Contractor's effectiveness at managing ACES service assets and configuration items used by ACES end-users. This includes timely asset pickup, removal and processing, asset inventory, asset data management, and asset valuation. At the end of an asset's life-cycle all NASA data shall be purged from the asset in accordance with NIST-800-88 prior to being disposed of. The Contractor shall provide evidence to the government that the asset has been successfully purged of NASA DATA upon request. The Contractor shall provide, implement, and maintain an Agency-wide asset management tracking system to manage these assets and data. The Contractor shall adhere to NPD 9250.1 and shall identify capital assets and accumulation of costs.	This metric measures the Contractor's effectiveness in managing ACES service assets and configuration items used by ACES end-users. This includes timely asset pickup, removal and processing, asset inventory, asset data management, and asset valuation. At the end of an asset's lifecycle and prior to its disposal, all NASA data shall be purged from the asset in accordance with National Institute of Standards and Technology (NIST) Special Publication (SP) 800-88, *Guidelines for Media Sanitization*. Upon request, the Contractor shall provide certification to the Government that an asset has been successfully purged of NASA data. The Contractor shall provide, implement, and maintain an Agency-wide asset management tracking system to manage these assets and data. The Contractor shall adhere to NASA Policy

		Directive (NPD) 9250.1, *Identifying Capital Assets and Accumulation of Cost*, and shall identify capital assets and accumulation of costs.
Attachment I-3, Table 2.1.6-1 Service Asset and Configuration Management Metric	Table 2.2.6-1	Table 2.1.6-1 Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, Table 2.1.6-2 Service Asset and Configuration Management Metric SLA Targets		Added new Table 2.1.6-2 Service Asset and Configuration Management Metric SLA Targets
Attachment I-3, Section 2.2 PRP Metrics	2.3 Part II Performance Metrics and SLAs	2.2 PRP Metrics
Attachment I-3, Section 2.2 PRP Metrics, para. 1	The Government will assess the Contractor's performance on Part II Performance Metrics semi-annually. If the Contractor fails to meet any Part II Performance Metrics, the Contractor shall define the problem, including its root cause; develop and implement a corrective action plan, including specific action items to be performed by the Contractor with due dates and identify any inherent risks in the corrective action plan to remedy the problem and prevent its reoccurrence. The Contractor shall submit the corrective action plan to the Government prior to its implementation for approval by the ACES Project Management Office.	The Government will assess the Contractor's performance on PRP Metrics semi-annually.
Attachment I-3, Section 2.2.1 Relationship and Contract Management	2.3.1 Relationship and Contract Management Effectiveness	2.2.1 Relationship and Contract Management
Attachment I-3, Section 2.2.1 Relationship and Contract Management, para. 1	This metric shall measure the Contractor's effectiveness and efficiency at maintaining successful working relationships with the Government, other I3P contracts/contractors, and other integration points; and implementing contract management activities, including having the right technology,	This metric measures the Contractor's effectiveness and efficiency in maintaining successful working relationships with the Government and other contractors; and implementing contract management activities, including having the right technology, technical expertise,

	technical expertise, and processes in place; recommending technology infusion that is aligned with NASA's mission and objectives; and offering suggestions for cost-savings initiatives.	and processes in place; recommending technology infusion that is aligned with NASA's mission and objectives; and offering suggestions for cost-savings initiatives.
Attachment I-3, Table 2.2.1-1 Relationship and Contract Management	Table 2.3.1-1	Table 2.2.1-1 Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, Table 2.2.2-1 Problem Management	Table 2.3.2-1	Table 2.2.2-1 Updated Column 2 for improved clarity of information and revised requirements.
Attachment I-3, former Section 2.3.3 Business Critical Support/Priority Service; Table 2.3.3-1 Business Critical Support	2.3.3 Business Critical Support/Priority Service Table 2.3.3-1 Business Critical Support	Deleted former Section 2.3.3 and former Table 2.3.3-1.
Attachment I-3, Section 2.3 Contractor-Defined Metrics	2.4 Part III Performance Metrics	2.3 Contractor-Defined Metrics
Attachment I-3, Section 2.3 Contractor-Defined Metrics, para. 1	The Contractor shall calculate and report Part III Performance Metrics to the Agency and each Center on a monthly or quarterly basis. The frequency of these reports (i.e., monthly or quarterly) will be at the Contractor's discretion. If the Contractor fails to meet any Part III Performance Metric, the Contractor shall define the problem, including its root cause analysis; and develop and implement a corrective action plan (including specific action items to be performed by the Contractor with due dates); and identify inherent risks to remedy the problem and prevent its reoccurrence. The Contractor shall submit the corrective action plan to the Government prior to its implementation. The Contractor shall provide to the Government a table for each Part	The Contractor shall define, calculate, and report Contractor-Defined Metrics to the Agency and each Center on a monthly or quarterly basis. The frequency of these reports (i.e., monthly or quarterly) will be at the Contractor's discretion. The Contractor shall provide to the Government a table for each Contractor-Defined Metric that documents the metric's definition, time applicability, expectation, Performance Standard, measurement method and data sources, frequency, calculation formula, and proposed incentives and disincentives, and exceptions and exclusions.

	III Performance Metric that documents the metric's definition, time applicability, expectation, performance standard, measurement method and data sources, frequency, calculation formula, and proposed incentives for meeting or exceeding the metric performance standard.	
Attachment I-4, *Government Provided Storage and Facilities*		
Attachment I-4, *Government Provided Storage and Facilities*	Reserved	Government Provided Storage and Facilities
Attachment I-5, *Summary of Base Services*		
Attachment I-5, *Summary of Base Services*	Service Bands: 20,000-34,999; 35,000-44,9999; 45,000-55,000; 55,0001-65,000; Over 65,000	Service Band: 25,000-39,999; 40,000-47,499; 47,500-52,500; 52,001-60,000; Over 60,000
Attachment I-5, *Summary of Base Services*	(PWS Sections 4.1-4.6, 5.3 + 1.0-3.0)	Description: (PWS Sections 4.1-4.8 and PWS Sections 1-3) Updated to allow fill-ins NOMAD and Innovative Approach for email/calendaring solution for each year
Attachment I-8, *Summary of Seat Purchases and All other Services*		
Attachment I-8, *Summary of Seat Purchases and All other Services*	"A description of the format and content will be added as development of ESRS evolves."	"…development of the ESRS evolves."
Attachment I-9, *CLIN Pricing*		
Attachment I-9, *CLIN*		All CLINS match the price

Pricing		model
Attachment I-10, *Summary of Fully Burdened Labor Rates*		
Attachment I-10, *Summary of Fully Burdened Labor Rates*		Added: "*Note: The labor categories listed in this Attachment shall be used for Infrastructure Upgrade Proposals."
Attachment I-11, *Government Furnished Property*		
Attachment I-11, *Government Furnished Property*		KSC Quantities and Descriptions have been updated
Attachment I-12, *List of Applicable Documents*		
Attachment I-12, *List of Applicable Documents*	"In the performance of this contract, the Contractor shall comply with the regulations, procedural requirements, policy documents, and work instructions listed below."	"…requirements, policy documents, and work instructions in the list below.'
Attachment I-12, *List of Applicable Documents*		Added as second sentence "This is not an all-inclusive list, but serves as a representation of the types of Agency- and Center-specific applicable documents."
Attachment I-13, *Form DD254, Block 13*		
Attachment I-13, *Form DD254, Block 2. c*		Due Date: 20091204
Attachment I-13, *Form DD254, Block 3. b*		"X" in Block 3b; Due Date: 20100120

Attachment I-13, *Form DD254, Block 3. c*		Due Date: 20100319
Attachment I-13, *Form DD254, Block 13*	The highest level of PCL required for contract performance is Secret.	The highest level of PCL required for contract performance is Top Secret. Added: Only on-site/near-site clearances will be required under the contract.
Attachment I-14, *Phase-In Schedule**		
Attachment I-14, *Phase-In Schedule**	"PHASE-IN SCHEDULE"	"PHASE-IN SCHEDULE*"
Attachment I-14, *Phase-In Schedule* Wave 1*	Phase-In Start Date: 4/1/10 Implementation Date: 7/1/10	Phase-In Start Date: 1/3/11 Implementation Date: 7/1/11
Attachment I-14, *Phase-In Schedule*Wave 2*	Phase-In Start Date: 5/1/10 Implementation Date: 8/1/10	Phase-In Start Date: 3/1/11 Implementation Date: 9/1/11 Added: Jet Propulsion Laboratory (JPL)**
Attachment I-14, *Phase-In Schedule* Wave 3*	Phase-In Start Date: 6/1/10 Implementation Date: 9/1/10	Phase-In Start Date: 5/1/11 Implementation Date: 11/1/11
Attachment I-14, *Phase-In Schedule**		*Note: The ACES Contractor will have access to the Centers starting on the Phase-In start date at each Center. The ACES Contractor shall complete all necessary preparation work so that they may assume full responsibility, including providing the Base Services at each Center, on the Implementation date at each Center.

Attachment I-14, *Phase-In Schedule**		**Note: Multi-Functional Devices (MFD) seats and Virtual Team Service (VTS) seat only.
Attachment I-20, *Surveillance Plan*		
Attachment I-20, *Surveillance Plan*	"The Contractor shall be required to deliver comprehensive services that include but is not limited to the ACES Base Service, Enhanced support services, and ACES Product Catalog (APC) items throughout the term of the contract."	The Contractor shall deliver comprehensive services in accordance with the requirements contained within the ACES RFP throughout the term of the contract. 1st paragraph deleted: "The Contractor's ability to meet or exceed the Measures of Success as defined in Section 1.3 of the PWS and other areas of focus or concern as identified by the Government will be measured as well. The Contractor's degree of success in achieving or exceeding these objectives will be viewed as indicators of the contractor performance and will be used as a basis for evaluations for the Retainage Pools and performance Metrics." 2nd paragraph deleted: "but not limited to"
Attachment I-20, *Surveillance Plan*	ACES RFP	PWS
Attachment I-21, *Technology Refresh Implementation Plan*		
Attachment I-21, *Technology Refresh Implementation Plan*	"..within sixty (60) days of contract award.."	"on the ACES contract implementation date for each wave"

Attachment I-22, *Acronyms Listing*		
Attachment I-22	CBT: Computer-based training	Deleted CBT.
Attachment I-22	MOU: Memorandum of Understanding	Deleted MOU.
Attachment I-22	PM: Project Manager	Deleted PM.
Attachment I-22	SVTM: Secure Virtual Team Meeting	Deleted SVTM.
Attachment I-22	TM: local Technical Monitor	Deleted TM.
Attachment I-22	ACA: Associated Contractor Agreement	ACA: Associate Contractor Agreement
Attachment I-22	COTS: Commercial Off-The-Shelf	COTS: Commercial off-the-shelf
Attachment I-22	DAR: Data at Rest	DAR: Data At Rest
Attachment I-22	ITS: IT Technology Security	ITS: IT Security
Attachment I-22	ITS-SOP: IT Security Standard Operation Procedures	ITS-SOP: IT Security Standard Operating Procedures
Attachment I-22	MRP: Metric Retainage Pool	MRP: Metrics Retainage Pool
Attachment I-22	POA&M: Plan of Action & Milestones	POA&M: Plan of Action and Milestones
Attachment I-22	VTM: Virtual Team Meeting	VTS: Virtual Team Services
Attachment I-22		Added ACAP: ACES Corrective Action Plan
Attachment I-22		Added AD: Active Directory
Attachment I-22		Added AI: Application Inventory
Attachment I-22		Added AM: Availability Management
Attachment I-22		Added ARM: Availability, Reliability, and Maintainability
Attachment I-22		Added ARMD: Aeronautics Research Mission Directorate
Attachment I-22		Added B&W: Black and White

Attachment I-22		Added CAP: Computer/Electronic Accommodations Program
Attachment I-22		Added CDR: Critical Design Review
Attachment I-22		Added CF: Cross Functional
Attachment I-22		Added CI: Configuration item
Attachment I-22		Added CMDB: Configuration management database
Attachment I-22		Added COB: Close of Business
Attachment I-22		Added CONUS: Continental United States
Attachment I-22		Added CPU: Central Processing Unit
Attachment I-22		Added CRADA: Cooperative Research and Development Agreement
Attachment I-22		Added CRM: Customer Relationship Management
Attachment I-22		Added CTM: Center Technical Monitor
Attachment I-22		Added DAOF: Dryden Aircraft Operations Facility
Attachment I-22		Added DDL: Dynamic distribution list
Attachment I-22		Added DIT: Directory Information Tree
Attachment I-22		Added DNS: Domain Name System
Attachment I-22		Added ESMD: Exploration Systems Mission Directorate
Attachment I-22		Added GAPM: Government ACES Project Manager
Attachment I-22		Added GISS: Goddard Institute for Space Studies
Attachment I-22		Added GSA: General Services Administration
Attachment I-22		Added IDA: Interface Definition Agreement
Attachment I-22		Added ICAM: Identity, Credential, and Access Management

Attachment I-22		Added IM: Instant Messaging
Attachment I-22		Added I/O: Input/output
Attachment I-22		Added IP: Internet Protocol
Attachment I-22		Added ITSCM: IT Service Continuity Management
Attachment I-22		Added ISO: Information System Owner
Attachment I-22		Added IV&V: Independent Verification and Validation Facility
Attachment I-22		Added LAN: Local Area Network
Attachment I-22		Added MAC: Media Access Control
Attachment I-22		Added MAF: Michoud Assembly Facility
Attachment I-22		Added MEE: McAfee Endpoint Encryption
Attachment I-22		Added MSRP: Manufacturer's suggested retail price
Attachment I-22		Added NEAR: NASA Enterprise Architecture Repository
Attachment I-22		Added NED: NASA Enterprise Directory
Attachment I-22		Added NIC: Network Interface Card
Attachment I-22		Added NITR: NASA Information Technology Requirement
Attachment I-22		Added NODIS: NASA Online Directives Information System
Attachment I-22		Added NSSTC: National Space Science & Technology Center
Attachment I-22		Added OMB: Office of Management and Budget
Attachment I-22		Added OCIO: Office of the Chief Information Officer
Attachment I-22		Added OIG: Office of Inspector General
Attachment I-22		Added ORR: Operational Readiness Review
Attachment I-22		Added PDR: Preliminary Design Review

Attachment I-22		Added PII: Personally Identifiable Information
Attachment I-22		Added PIN: Personal Identification Number
Attachment I-22		Added PP&E: Plant, Property, and Equipment
Attachment I-22		Added PPM: Pages per minute
Attachment I-22		Added RAM: Random access memory
Attachment I-22		Added RDM: Release and Deployment Management
Attachment I-22		Added RMP: Records Management Plan
Attachment I-22		Added RTSS: Return To Service Surcharge
Attachment I-22		Added RTU: Right to Use
Attachment I-22		Added SACM: Service Asset and Configuration Management
Attachment I-22		Added SLO: Service Level Objective
Attachment I-22		Added SMA: Security Management Application
Attachment I-22		Added SMD: Science Mission Directorate
Attachment I-22		Added SMAD: Security Monitoring for Active Directory
Attachment I-22		Added SMTP: Simple Mail Transfer Protocol
Attachment I-22		Added SOMD: Space Operations Mission Directorate
Attachment I-22		Added SSL: Secure Sockets Layer
Attachment I-22		Added SSP: System Security Plan
Attachment I-22		Added TAL: Transoceanic Abort Landing
Attachment I-22		Added TLS: Transport Layer Security
Attachment I-22		Added VAFB: Vandenberg Air Force Base
Attachment I-22		Added WAN: Wide Area Network

Attachment I-22		Added WBS: Work Breakdown Structure
Attachment I-22		Added WFF: Wallops Flight Facility
Attachment I-22		Added WSC: White Sands Complex
Attachment I-23, *Glossary of Terms*		
Attachment I-23		Added _____x
Attachment I-23		Added Cellular Device
Attachment I-23		Added Cloud computing
Attachment I-23		Added Consumables
Attachment I-23		Added Consumer product line
Attachment I-23		Added Critical Uplift
Attachment I-23		Added Customer Relationship Management (CRM)
Attachment I-23		Added Data At Rest (DAR)
Attachment I-23		Added Discretionary
Attachment I-23		Added Early refresh
Attachment I-23		Added End-users affected
Attachment I-23		Added Greening
Attachment I-23		Added Infection
Attachment I-23		Added Outreach
Attachment I-23		Added Preventable Incidents under the terms of the Contract
Attachment I-23		Added Prime Time hours
Attachment I-23		Added Return To Service timeframe
Attachment I-23		Added Service Option

Attachment I-23		Added Support Level
Attachment I-23		Added Straight line depreciation
Attachment I-23		Added System Administration
Attachment I-23		Added Transoceanic Abort Landing (TAL) Sites
Attachment I-23		Added Update/Upgrade
Attachment I-23		Added Useful life
Attachment I-23		Added Vital Records
Attachment I-23		Added Wipe and Load
Attachment I-23	Business Critical Uplift—Uplifting the respective Service Level for a set of seat services to its highest (most stringent) value in terms of performance and service characteristics. The set of services affected in this manner includes Hardware Maintenance, System and Applications Software maintenance, Service Desk, and System Administration.	Critical Uplift—The escalation of an ACES Service Option for a set of seat services to its highest (most stringent) value in terms of performance and service characteristics. The set of services affected in this manner includes Hardware Maintenance, System and Applications Software maintenance, Service Desk, and System Administration.
Attachment I-23	Enterprise Service Component—A component that has other services dependent upon it (e.g., a BlackBerry enterprise server).	Base Service Component—A component that has other services dependent upon it (e.g., a BlackBerry enterprise server)
Attachment I-23	Install, Move, Add, and Change	Deleted Install, Move, Add, and Change
Attachment I-23	Mobile Computing Device	Deleted Mobile Computing Device
Attachment I-23	Print and Related Services	Deleted Print and Related Services
Attachment I-23	Priority	Deleted Priority
Attachment I-23	Security Incident	Deleted Security Incident
Attachment I-23	Users Affected	Deleted Users Affected

Attachment I-23	Asset Management—An accounting process for monitoring assets whose purchase price exceeds a defined limit. Records include the purchase price, depreciation, business unit and location.	Asset Management—An accounting process for monitoring hardware and software purchased under the Contract. Records include the purchase price, depreciation, business unit, and location.
Attachment I-23	Availability period—The amount of time the system(s), or the total system, is functioning so that the customer can get work done.	Availability period—The amount of time the system(s), or the total system, is functioning so that the end-user can access the resources provided by that system.
Attachment I-23	Computing Device—Distributed computing resource, either networked or standalone, consisting of a CPU, keyboard, monitor, and a screen manipulation device, such as a mouse. This typically includes PC, Apple, Macintosh, Linux, and UNIX based workstations. This definition excludes mainframes and supercomputers.	Computing Device—Distributed computing resource, either networked or standalone, consisting of a CPU, keyboard, monitor, and a screen manipulation device, such as a mouse. This typically includes Windows-, Apple-, Linux-, and UNIX-based workstations. This definition excludes mainframes and supercomputers.
Attachment I-23	Configuration Item—Any infrastructure component that is under the control of configuration management.	Configuration Item (CI)—Any computing device or computing device component (e.g., computer, peripheral, and software) that is under the control of configuration management.
Attachment I-23	Docking Station Solution—A desktop, laptop, or workstation computing system including monitor, keyboard, mouse, speakers, and a docking station.	Docking Station Solution—A base station for a Laptop, Lightweight Laptop, or Tablet that provides the equivalent of a desktop system. It includes a docking station, a single monitor, keyboard, mouse, external speakers, and expansion ports.
Attachment I-23	Enterprise Service Desk (ESD)—The initial and single point of contact for Enterprise IT Services support. The NASA ESD provides a unified interface between the customer and NASA IT service providers. This is where users' Incidents and Problems are routed for all the I^3P contract vehicles. The ESD provides both Tier 1	Enterprise Service Desk (ESD)—The initial and single point of contact for Enterprise IT Services support providing a unified interface between the customer and NASA IT service providers. The ESD is where end-users' Incidents and Problems are processed and routed to the I^3P contract

	services and a Tier 0 (Self-Service) Web site.	vehicles. The ESD provides both Tier 1 services and a Tier 0 (Self-Service) Web site.
Attachment I-23	Enterprise Service Request System (ESRS)—A service/product online ordering tool for all the I^{3}P contract vehicles. The NASA ESRS serves as a customer-facing interface to order all I^{3}P-provided services. It also provides interface to the NASA Enterprise Service Catalog and the Enterprise Service Desk.	Enterprise Service Request System (ESRS)—A service/product online ordering tool for all the I^{3}P contract vehicles serving as a customer-facing interface to order all I^{3}P-provided services. The ESRS also provides interface to the NASA Enterprise Service Catalog and the Enterprise Service Desk.
Attachment I-23	Incident—Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or reduction in, the quality of that service.	Incident (ITIL® v3)—An unplanned interruption to an IT Service or a reduction in the quality or IT security (e.g., notification or detection of a security violation or intrusion) of an IT Service. Failure of a Configuration Item that has not yet impacted Service is also an Incident.
Attachment I-23	Information Technology (IT)—Both the hardware and software that are used to store, retrieve and manipulate information.	Information Technology (IT)—The hardware and software used to store, retrieve, and manipulate electronic information.
Attachment I-23	Interoperability—The concept of having free and open methods to share data and IT services among different products of a similar functional capability. Interface standards are adhered to for the maintenance of service availability and consistent access methods. The use of proprietary features is discouraged. Functional categories for service for which NASA has defined interoperability standards include: desktop systems; server systems; printing; network communications; word processing, spreadsheet, and presentation applications; calendar and	Interoperability—Ability of a computer system to run application programs from different vendors and to interact with other computers across local or wide-area networks regardless of their physical architecture and operating systems. Interoperability is feasible through hardware and software components that conform to open standards such as those used for the Internet.
Attachment I-23	Network Interface Card (NIC)—An adapter card installed in a	Network Interface Card (NIC)—An adapter card installed in a

	computer that enables it to connect to a network. Most NICs support different types of networks and network cabling.	computer that enables it to connect to a network.
Attachment I-23	Network Interface—Consists of the physical, logical, and management connections where there is a distinct change in management responsibility or technical implementation. This can occur between two distinct networks or between an end-user device and its supporting network.	Network Interface—The physical, logical, and management connections where there is a distinct change in management responsibility or technical implementation. Network interfaces can occur between two distinct networks or between an end-user device and its supporting network.
Attachment I-23	Network Printer—A printer available for use by computing devices on a network. A network printer either has its own built-in network interface card or is connected to a printer on the network.	Network Printer—A printer available for use by computing devices on a network. A network printer either has its own built-in network interface card or is connected to a computer on the network and shared.
Attachment I-23	Off-site—A business or other government agency affiliated with NASA that is outside of a 5-mile radius of a NASA Center. This term is usually used in the context of defining a location supported by NASA.	Off-site—A business or other government agency affiliated with NASA that is outside of a five (5)-mile radius of a NASA Center or Facility.
Attachment I-23	On-site—A business or other government agency affiliated with NASA that is located on a NASA Center. This term is usually used in the context of defining a location supported by NASA.	On-site—A business or other government agency affiliated with NASA that is located on a NASA Center or Facility.
Attachment I-23	Pager systems—Includes Center-wide pager services, local or regional pager services, and national/international pager services necessary to support NASA requirements.	Pager systems—Center-wide pager services, local or regional pager services, and national/international pager services necessary to support NASA requirements.
Attachment I-23	Peripherals—Peripheral devices attached to individual desktops or workstations. This includes printers, scanners, plotters, modems, external hard disks, and so on.	Peripherals—Devices (e.g., printers, scanners, plotters, modems, and external hard disks) attached to individual desktops, laptops, or workstations.

Attachment I-23	Principal period of performance—For non-priority service, 6:00 a.m. to 6:00 p.m. local time, excluding Federal Holidays. For Priority and Base Services, 24 hours per day by 365 days per year.	Principal period of performance—For non-priority service, the hours between 6:00 a.m. and 6:00 p.m. local time, excluding Federal Holidays and weekends. For Priority and Base Services, 24 hours per day by 365 days per year.
Attachment I-23	Problem—The as-yet unknown cause of the occurrence of one or more Incidents.	Problem (ITIL® v3)—A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is followed to provide further investigation.
Attachment I-23	Responsiveness—The time taken to respond to something, such as the speed with which the Contractor responds to an Incident.	Responsiveness—The speed with which the Contractor responds to an Incident.
Attachment I-23	Return to Service—The time required from detection of an Incident until the service is fully restored to the end-user.	Return To Service (RTS)—In ITIL® v3 known as Restoration of Service, the restoration of an end-user's device to full operability when an Incident occurs that renders an ACES seat unstable or inoperable. RTS includes the tasks that are necessary to get an end-user's system back to an operational state within the scope of the Contractor's responsibility, including field services and any remote management. RTS is the primary objective of Incident Management.
Attachment I-23	Scheduled Outage—Maintenance, testing, or other Contractor-initiated activity that impacts the end-user's ability to access ACES services. A scheduled outage is not considered downtime if the outage is outside of the principal period of performance and affected end-users have at least 3 days advance notice.	Scheduled Outage—Any planned activity that impacts the end-user's ability to access ACES services. A scheduled outage is considered downtime if all affected end-users were not notified at least 3 days in advance. Unless directed by the Government to conduct maintenance or testing, an

	scheduling applications; application serving; and license management.	outage during Prime Time hours shall be counted as downtime.
Attachment I-23	Security Management—Essential to maintaining the uninterrupted operation of the IT organization. The objectives of Security Management are to meet the security requirements of Service Level Agreements, contracts, legislation, and externally imposed policies.	Security Management (ITIL® v3)—The structured fitting of security in the management organization with a focus on guaranteeing the safety of information and placing value on protecting the confidentiality, integrity, and availability of information. The goal of Security Management is to meet the security requirements of Service Level Agreements, contracts, legislation, and externally imposed policies.
Attachment I-23	Security Operations Center (SOC)—The SOC monitors activity and events in client environments to ensure that anomalous behavior is detected, identified, classified, and acted upon where appropriate. Security engagements are co-managed where actionable behavior is recommended in the event of malicious activities.	Security Operations Center (SOC)—The NASA SOC monitors activity and events in the NASA environment to ensure that anomalous behavior is detected, identified, classified, and acted upon where appropriate. Security engagements are co-managed by the SOC and the Contractor where actionable behavior by each is recommended in the event of malicious activities.
Attachment I-23	Security Uplift—Raising the level of support provided to a seat to meet the requirements for classified information support. This is applicable only to seats that do not already have this support.	Security Uplift—The act of raising the level of support provided to a seat to meet the requirements for classified information support. This is applicable only to seats that do not already have this support.
Attachment I-23	Service Desk—The primary purpose is to manage, coordinate, and resolve Incidents as quickly as possible and to ensure that no request is lost, forgotten, or ignored.	Service Desk—The Single Point of Contact between the Service Provider and the end-users. A typical Service Desk manages Incidents and Service Requests, and also handles communication with the end-users. The primary purpose of a Service Desk is to manage, coordinate, and resolve

		Incidents as quickly as possible and to ensure that no request is lost, forgotten, or ignored. Under the Contract, the Contractor's Tier 2/3 service desk will respond to reported Incidents, Problems, and Service Requests originating from the Enterprise Service Desk (ESD) or the Enterprise Service Request System (ESRS).
Attachment I-23	Service Level Agreement—A written agreement between a Service Provider and the	Service Level Agreement (SLA) (ITIL® v3)—An agreement between an IT Service Provider and a Customer. The SLA describes the IT Service, documents Service Level Targets, and specifies the responsibilities of the IT Service Provider and the Customer. A single SLA may cover multiple IT Services or multiple Customers.
Attachment I-23	Service Level—A unit used to identify characteristics and metrics that define a particular type of support to be provided by the Contractor. Multiple Service Levels may be needed for a type of service, such as hardware maintenance, to provide various degrees of support needed by an end-user.	Service Level (ITIL® v3)—Measured and reported achievement against one or more Service Level Targets. The term Service Level is sometimes used informally to mean Service Level Target.
Attachment I-23	Shared Peripherals—Peripheral devices available to the end-user through a local area network. This includes printers, scanners, plotters, modems, CD-ROMs, and so on.	Shared Peripherals—Peripheral devices available to the end-user through a local area network. This includes printers, multi-functional devices (MFDs), scanners, plotters, and modems.
Attachment I-23	Smart Card—A smart card is the size and shape of a standard credit card. Imbedded in the plastic is a complete microprocessor, memory, and I/O interface. To use a smart card either to pull information from it or add data to it,	Smartcard—A Smartcard is a card the size and shape of a standard credit card that is used to access IT resources. Imbedded in the plastic is a complete microprocessor, memory, and input/output (I/O)

	you need a smart card reader—a small device into which you insert the smart card. Smart cards can provide a level of security higher than software-only implementations.	interface. To use a Smartcard to access an IT resource, you need a Smartcard reader—a small device into which you insert the Smartcard—and the Personal Identification Number (PIN) that is associated with the Smartcard. Smartcards can provide a level of security higher than software-only implementations.
Attachment I-23	Workstation—A networked or standalone computer. This computer is normally used for calculation or graphics-intensive applications. It includes one or more CPUs, monitor, keyboard, and a mouse or other screen manipulation device.	Workstation—A networked or standalone computer normally used for calculation or graphics-intensive applications. A workstation includes one or more CPUs, monitor, keyboard, and a mouse or other screen manipulation device.
Attachment I-24, *Organizational Conflict of Interest Q&As*		
Attachment I-24, *Organizational Conflict of Interest Q&As*		Added Attachment 24 in its entirety which includes two sets of questions and answers dated June 9, 2009 and January 5, 2010
Section II-Representations and Certifications		
Section II	52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS-COMMERCIAL ITEMS (FEB 2009)	52.212-3 OFFEROR REPRESENTATIONS AND CERTIFICATIONS-COMMERCIAL ITEMS (AUG 2009)
Section III-Instructions to Offerors		
Section III, 2.0, *Listing of Provisions Incorporated*	Provision 14.0	Provision 13.0

by Reference, Paragraph (b)		
Section III, 3.0 (b)	Provision 14.3	Provision 13.3
Section III, 10.0 (a)	"..via the I3P Website.....directly to the Contracting Officer."	".. to the Contracting Officer, Tracy H. Hall, at tracy.h.hall@nasa.gov."
Section III, 10.0 (b)	"..submitted by the date specified on the I3P website, to allow for analysis and possible incorporation into the final RFP."	".. 2 pm Central Time on February 18, 2010, to allow for analysis and response before the due date for receipt of proposals."
Section III, 12.0, *Options for ODIN Incumbent Owned Assets* (a)	Three options	Two options; Deleted Option C- Existing Odin Assets furnished by the Govt as GFE
Section III, 12.0, *Options for ODIN Incumbent Owned Assets (b) Option A-*		Option A: added the following: On a per asset basis, the maximum residual value shall be no more than the remaining number of months for scheduled refresh multiplied by its unit asset transition value per the Asset Transition Value Report (ATVR) found on the I3P website. (The ATVR is updated on a quarterly basis.)
Section III, 12.0, *Options for ODIN Incumbent Owned Assets (b) Option A-* 3. Infrastructure servers, including…		Deleted …and housed by the NEDC.
Section III, 12.0 Options for ODIN Incumbent Owned Assets (d) Option C		Deleted Option C; renumbered subsequent items (e through g now become d through f)

Section III, 12.0 Options for ODIN Incumbent Owned Assets (f)	(g)	(f) Delete: or Option C; Delete: The ACES Contractor shall be responsible for continuing the maintenance agreements for software licenses in NASA's Standard Load.
Section III, 13.0, Table III-1, *Proposal Arrangement*, Page Limit	Mission Suitability Page Limit: 200	Mission Suitability Page Limit: 260
Section III, 13.0 (b) 2nd paragraph		Added information regarding Attachment III-2, Requirements Traceability Matrix Template
Section III, 13.0 Table III-2, *Proposal Due Date and Time*	Due Dates: TBD	Due Dates: Vol II: 2/26/10 Vols I, III and IV: 3/24/10
Section III, 13.0, Volume I: Mission Suitability Proposal Instructions (d) *Period Covered by Procurement*		Updated
Section III, 13.1, *Volume I: Mission Suitability Proposal Instructions*		This section has been rewritten in the Final RFP.
Section III, 13.2, *Volume II: Past Performance Proposal Instructions*	Section III, 14.2	Section III, 13.2
Section III, 13.2, *Volume II: Past Performance Proposal Instructions (c)*	will	may
Section III, 13.2, *Volume II: Past Performance Proposal Instructions (d)*		Added (d): List any U.S. Government Accountability Office (U.S. GAO) or Inspector General (IG) audit reports and those decisions and/or findings
Section III, 13.2, *Volume II: Past Performance Proposal Instructions (e)*	Section III, 13.2, (d) "…to the five of the references identified in Paragraph (a)."	Section III, 13.2, (e) "…for each contract reference identified in Section III, 14.2(a)."
Section III, 13.2, *Volume II: Past Performance Proposal Instructions (f)*	Section III, 13.2, (e) The Offeror shall provide the Past Performance Questionnaire (Attachment III-1) to the five of the	Section III, 13.2, (f) "The Offeror shall provide the Past performance Questionnaire (Attachment III-1) for each

	references identified in Paragraph (a).	contract reference identified in Section III, 13.2(a)."
Section III, 13.3, *Volume III: Price Proposal Instructions*		This section has been rewritten in the Final RFP
Section III, 13.3, *Volume III: Price Proposal Instructions*		Note added: The cost of any data center services required to deliver a particular ACES service shall be included in the price of that service.
Section III, 13.4, *Volume IV: Model Contract Instructions*	Section III, 14.4	Section III, 13.4
Section III, 13.4, *Volume IV: Model Contract Instructions* 2.5	Prices for Catalog Items	ACES Seats Volume Discount; Discount Rate
Section III, 13.4, *Volume IV: Model Contract Instructions 2.6*		Added: 2.6 Prices for Catalog Items; Discount Rate
Section III, 13.4, *Volume IV: Model Contract Instructions 3.6*		Delete from Table: 3.6 NEDC Government Furnished Services-Quantitiy Columns in the table
Section III, 13.4, *Volume IV: Model Contract Instructions 5.9*	5.6 Stevenson-Wydler Objectives; Paragraph (b)	5.9 Stevenson-Wydler Objectives; Objective
Section III, 13.4, *Volume IV: Model Contract Instructions 6.24*		Added: 6.24 Standardization Incentives; Discount Rate
Section III, *13.4, Volume IV: Model Contract Instructions,* Table		Added: Addendum 2 to Attachment 1, Standard Load Software, Areas highlighted in blue
Section III, *13.4, Volume IV: Model Contract Instructions,* Table		Added: Attachment I-5, Summary of Base Services, Value Column
Section III, *13.4, Volume IV: Model Contract Instructions,* Table		Added: Attachment I-9, Schedule of Individual Seat Prices, Years 1-10 Columns
Section III, *13.4, Volume IV: Model Contract Instructions,* Table		Added Attachment I-10 Schedule of Fully Burdened Labor Rates, CY 1- 10 Columns
Section III, 14.0, *Organizational Conflict of Interest*		Added in its entirety
Section III, 17.0, *Alternate Proposals*	Section III, 14.0	Added in its entirety

Attachment III-1, *Past Performance Questionnaire*		
Attachment III-1, *Past Performance Questionnaire, Footer*	Page III-#	Page III-1-#
Attachment III-1, *Past Performance Questionnaire*	"PAST PERFORMANCE INTERVIEW/QUESTIONNAIRE FORM"	Deleted "INTERVIEW/" and "FORM"
Attachment III-1, *Past Performance Questionnaire (blocked off text at the beginning)*	contractor	Contractor
Attachment III-1, *Past Performance Questionnaire, Instructions*		Deleted: "(Contractor fill in your point of contact information below):"
Attachment III-1, *Past Performance Questionnaire, Past Performance Form Letter Example*	"… To be included in the Final RFP."	"… February 26, 2010."
Attachment III-2, *Requirements Traceability Matrix Template*		
Attachment III-2, *Requirements Traceability Matrix Template*		Added in its entirety.
Section IV- Evaluation Factors		
Section IV, 1.0, *General*		Deleted "as necessary" in paragraph 2
Section IV, 1.0, *General*	Section III, Provision 14.0	Section III, Provision 13.0
Section IV, 2.0, (i) *Mission Suitability Factor*		Points for the Technical Approach, Management Approach, and Safety & Health Approach have been updated

Section IV, 2.0, (i) *(1) MS-1: Technical Approach Subfactor*		Addition of bullets, updating of language and PWS section updates
Section IV, 2.0, (i) *(2) MS-2: Integration Approach Subfactor*		1st para deleted reference to NEDC; Addition of bullets, updating of language and PWS section updates
Section IV, 2.0, (i) *(3) MS-3 through MS-6: Management Approach Subfactor*	Additionally, the SEB will evaluate:	Specifically, the SEB will evaluate
Section IV, 2.0, (i) *(3) MS-3 through MS-6: Management Approach Subfactor*		Addition of bullets (including asset management transition, phase-in and information security management language)
Section IV, 2.0, (i) *(4) MS-7 and MS-8: Safety and Health Subfactor*	Section IV, 2.0, (i) *(5)*	Section IV, 2.0, (i) *(4)*
Section IV, 2.0, (i) *(4) MS-7 and MS-8: Safety and Health Subfactor*	Your firm's	The firm's; Updated in accordance with PIC 09-07
Section IV, 2.0, (i) *(5) MS-9 and MS-10: Small Business Utilization Subfactor*	Section IV, 2.0, (i) *(4)*	Section IV, 2.0, (i) *(5)*
Section IV, 2.0, (ii) *Past Performance Factor,*	*second paragraph, last line:* …as well as any other information obtained independently by the SEB.	*1st paragraph* Added: "Relevant experience is defined as the accomplishment of work that is comparable in content, complexity, and size to the work required under this procurement." GAO and/or IG report findings, as well as any other information obtained independently by the SEB.;
Section IV, 2.0 (iii) *Price Factor*		Added: "..and demonstrate a decrease on a year to year basis, all annual "S" Seats (Computing and mobile) unit prices and the annual base services prices (component and bundle)."; Added Note in its entirety
Section IV, (iii) *Price Factor, (iii) (1) Existing*	EXISTING ODIN ASSETS FURNISHED AS GFE. In the	Deleted in its entirety and the bullets following will be

ODIN Assets Furnished as GFE	event that an offer chooses "Option C-Existing ODIN Assets furnished by the Government as GFE" under Section III, Provision 13.0, Options for ODIN Incumbent Owned Assets, a "finance charge" will be added to the Offeror's proposed price and reported to the Source Selection Authority. This "finance charge" will be an amount equal to that which would be incurred by an Offeror if the existing ODIN assets were purchased directly from the incumbent Contractor. The "finance charge" is only the interest that would be incurred and not the asset transition value of the existing ODIN assets.	renumbered.
Section IV, (iii) *Price Factor*		Changed language and added language in this section
Section IV,*(iii) (4) Performance Risk*		*(iii) (4) Performance Risk* was added in its entirety
Section IV, (iii) *Price Factor (iii) (5) Phase-In*		Deleted: "…but will not be included in the overall price for selection purposes"; renumber the subsequent bullets
Section IV, (iii) (5) Phase-In (b)	(b)	Deleted in its entirety
ACES Price Model		
All Tabs		Price Model was revised in its entirety